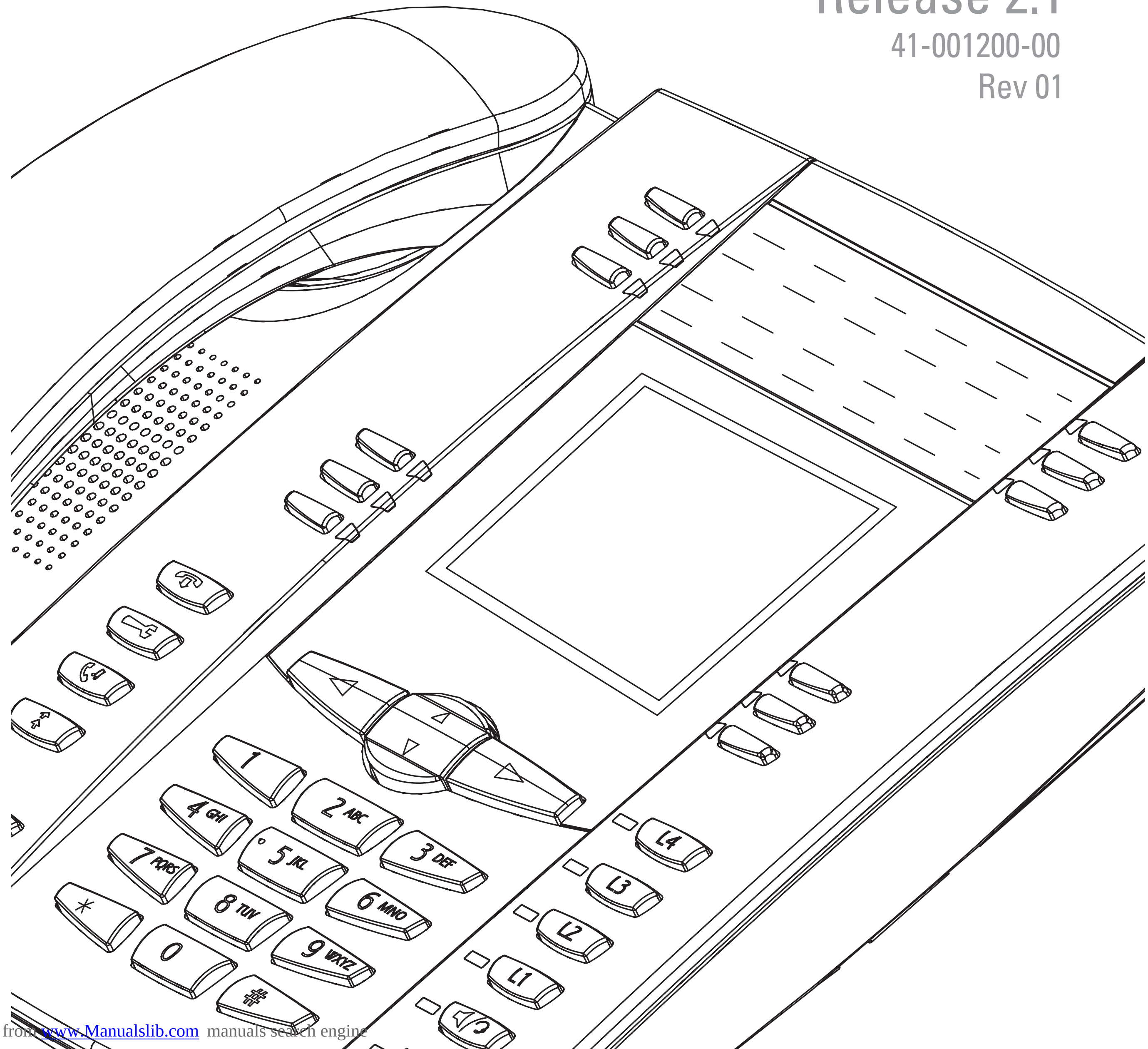
55i IP Phone

User Guide
Release 2.1

41-001200-00
Rev 01


1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0
#
L1
L2
L3
L4

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Appendix A - Time Zone Codes A-1

About this Guide

This guide explains how to use the basic features of your new 55i phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system.

Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 53i, 55i, 55i, and 55i CT IP Phone Administration Guide*.

Documentation

- Aastra 55i *IP Phone Installation Guide* – Contains installation and set-up instructions, general features and functions, and basic options list customization. This Installation Guide is included in the box with your phone.
- Aastra 55i *IP Phone User Guide* – Describes the most commonly used features and functions for an end user. This User Guide can be downloaded from www.aastratelecom.com.
- Aastra 51i, 53i, 55i, 57i, and 57i CT IP Phone Administration Guide – Contains advanced Administrator information and procedures for setting up the 55i IP Phone on a network. This Administrator Guide is intended for the System Administrator and can be downloaded from www.aastratelecom.com.

Introduction

This 55i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 55i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- 8 line graphical LCD screen (144 x 75 pixels) with white backlight
- 12 programmable keys
  - 6 Top keys: Programmable hard keys (up to 6 programmable functions)
  - 6 Bottom keys: Programmable state-based softkeys (up to 20 programmable functions)
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in-two-port, 10/100 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields*
- Set paging*

* Availability of feature dependant on your phone system or service provider

Requirements

The 55i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 55i IP phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 Mb)
- Category 5/5e straight through cabling
- Power source

  For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):

  - For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. (No 48v AC power adapter required.)

  For Ethernet networks that DO NOT supply power to the phone:

  - For power, use the 48V AC Power Adapter (included) to connect from the DC power port on the phone to a power source.

    or

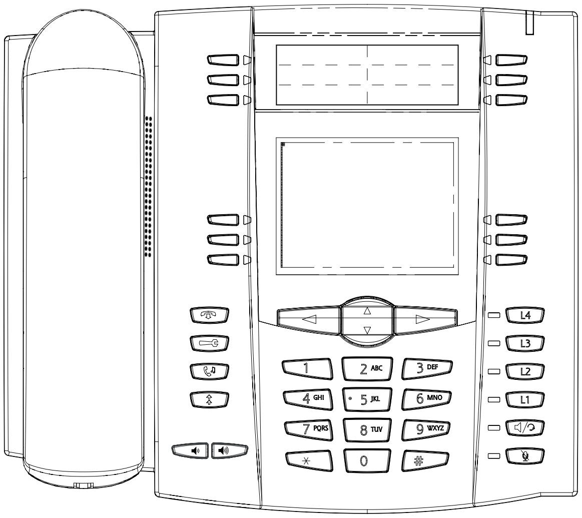
  - (optional) - For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra Telecom. Contact your Administrator for more information.

Installation and Setup

If your System Administrator has not already setup your 55i phone, please refer to the *Aastra 55i Installation Guide* for basic installation and physical setup information. For more advanced administration and configuration information, System Administrators should refer to the ***Aastra SIP 53i, 55i, 57i, 57i CT IP Phone Administrators Guide.***

Getting Started

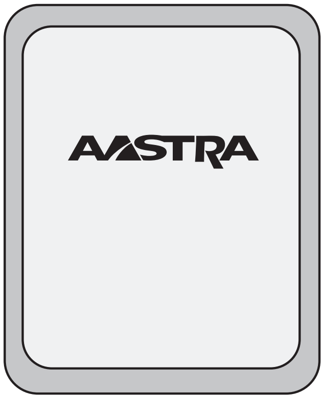
The 55i must be set up and be configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

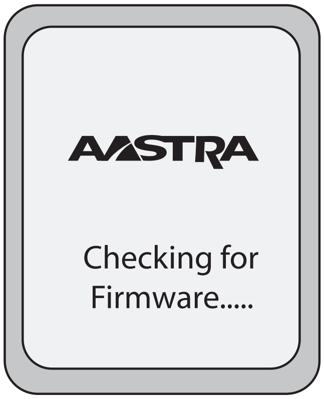

L4
L3
L2
L1
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
0

Plugging in and Starting the Phone

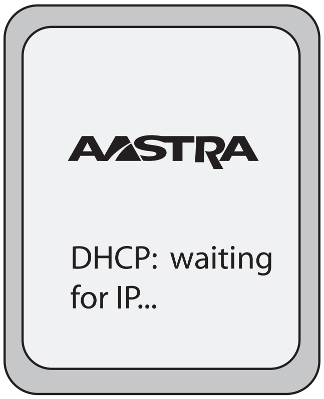
The 55i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays the following startup screens.



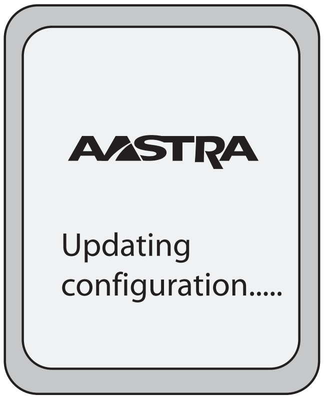


Checking for Firmware.....

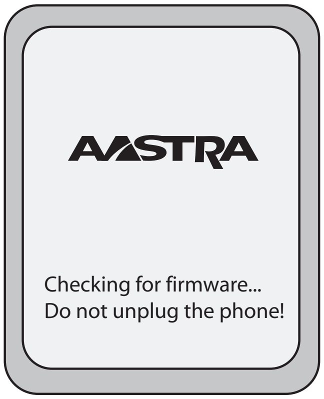


DHCP: waiting
for IP...

The 55i phone then checks settings and looks for new configuration and firmware updates for the phone from a server. If a new update is found, the phone displays the message “**Updating Configuration**”. This may take a few moments while the phone downloads the latest updates.



Updating
configuration.....

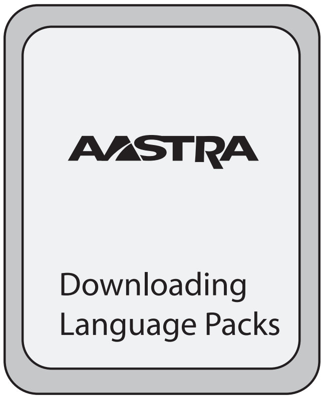


Checking for firmware...
Do not unplug the phone!

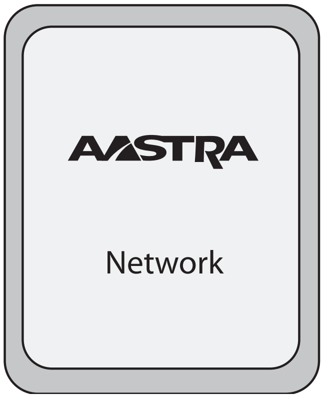
Note: New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

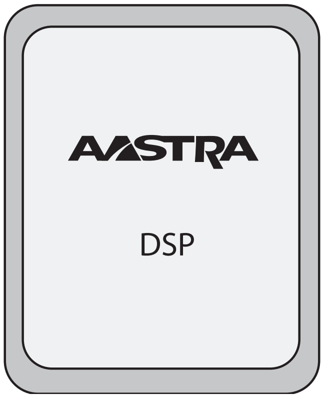
Important! Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.


AASTRA
Downloading
Language Packs

When the configuration update is complete, the phone displays the following screens and then displays the Idle screen..


AASTRA
Network



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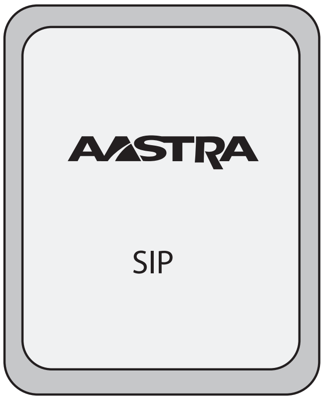
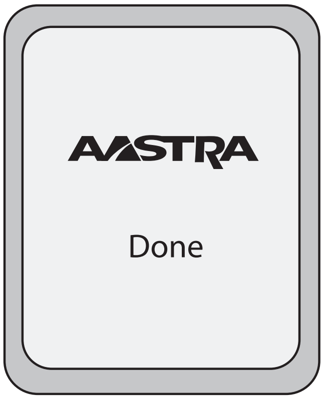
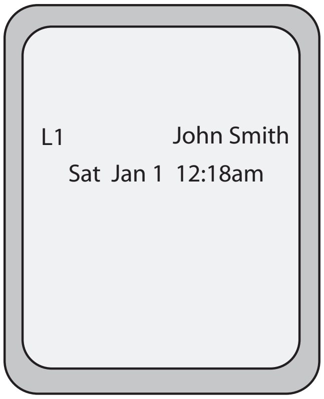


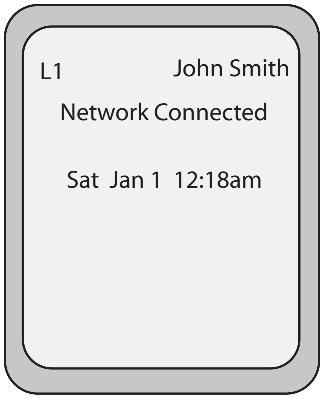

AASTRA
Done


L1 John Smith
Sat Jan 1 12:18am

Idle Screen

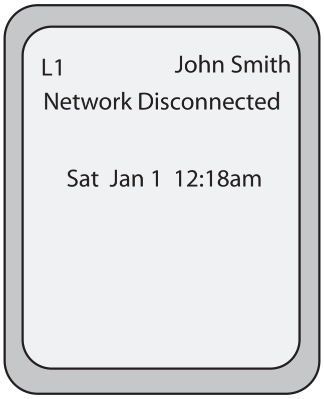
Network Connected/Network Disconnected

If your phone is successful when connecting to the network the following screen displays before changing to the Idle screen..



L1 John Smith
Network Connected
Sat Jan 1 12:18am

If your phone did not successfully connect to the network, the "**Network Disconnected**" prompt appears on the display and the telephone status light turns on.



L1 John Smith
Network Disconnected
Sat Jan 1 12:18am

Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and displays the "**Network Connected**" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone.

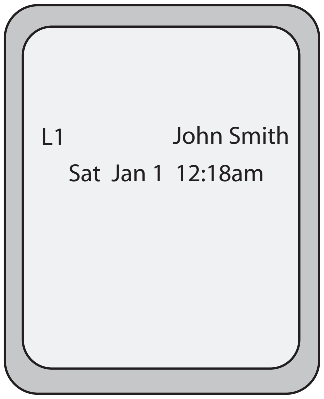
For more information about connecting your phone, see the ***Aastra 55i IP Phone Installation Guide,*** the section "**Connecting to the Network and to Power**".

Check with your system or network administrator for assistance.

Note: f the phone displays "No Service" you can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your System Administrator.

Idle Screen

When the phone has successfully updated the configuration and connected to the network, the phone displays the **Idle State** screen. The idle screen is shown whenever your phone is not in use.

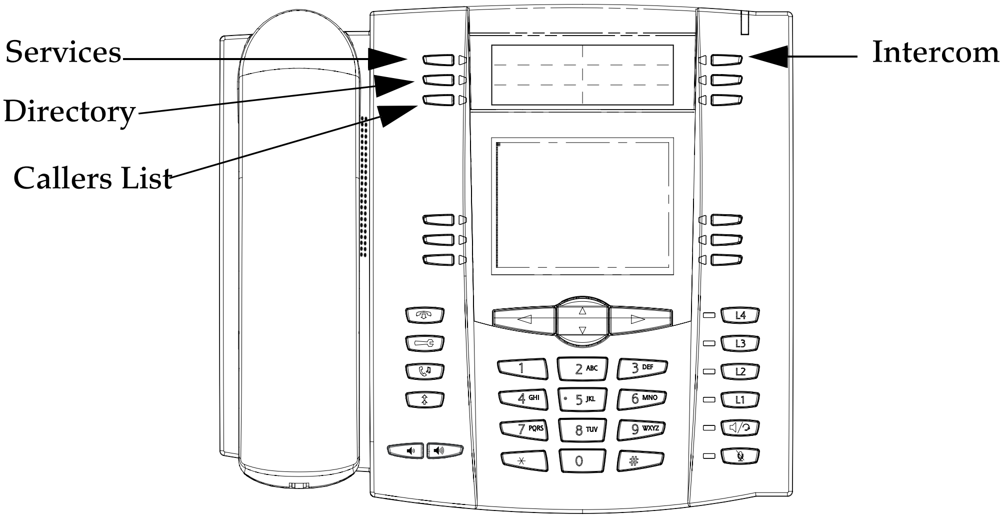


L1 John Smith
Sat Jan 1 12:18am

Note: Your System Administrator sets up your SIP screen name, line number, and any other administrative features required. If your name does not display on the screen, contact your System Administrator.

The **Idle State** screen lists your name (SIP screen name) and day, date, and time. In the above screen, the "L1" indicates John Smith is configured on Line 1.

By default, the top programmable keys 1 through 4 are configured for Services, Directory, Callers List, and Intercom, respectively. You can configure the 6 top programmable keys with up to 6 functions, and the 6 bottom softkeys with up to 20 functions as required.



Reference

For more information about configuring the top programmable keys and the bottom softkeys, see "Softkeys and Programmable Keys" on page 53.

For more information about using the Services, Directory, Callers List, Intercom, Dial, Conference, and Transfer keys, see the following sections:

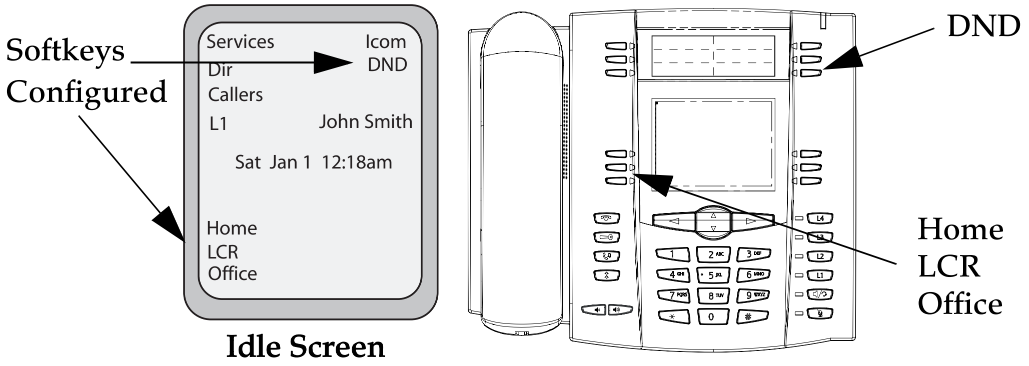
- "Making Calls" on page 111.
- "Handling Calls" on page 121.
- "Managing Calls" on page 131.

Idle Screen With Softkeys/Programmable Keys Configured

If you or your administrator have configured softkey functions on your phone, the labels for those functions display on the screen. Programmable key functions (top keys) do not display on the LCD. For example, in the following illustration, "**Home**" and "**Office**" were configured as speeddial keys on the bottom set of softkeys and "Do Not Disturb" (**DND**) was configured on the top set of programmable keys.

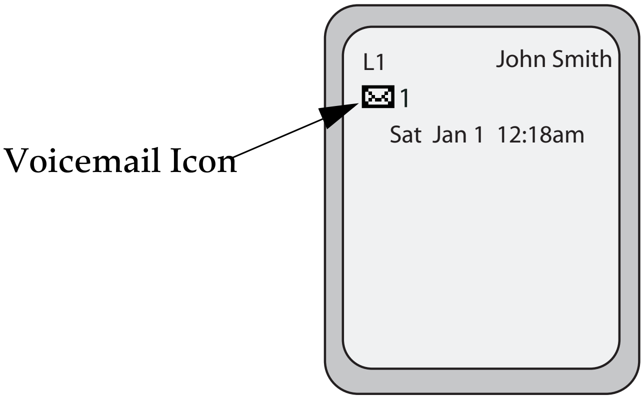
➡ **Note:** The top programmable key descriptions do not display on the LCD. You can write the function assigned to the programmable key using the label provided for the phone.

.


Softkeys
Configured
Services
Icom
Dir
DND
Callers
L1
John Smith
Sat Jan 1 12:18am
Home
LCR
Office
Idle Screen
DND
Home
LCR
Office

Idle Screen with Voicemail Messages

The envelope icon ✉ displays on the Idle State screen only if you have new messages waiting. The number next to the envelope indicates how many new messages you have.

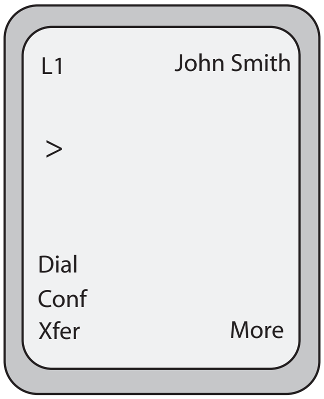


Idle Screen

To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using.

Screen Display After Picking Up the Handset

When you pickup the handset, the screen displays as follows:


L1
John Smith
>
Dial
Conf
Xfer
More

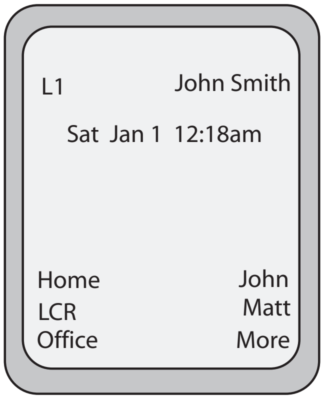
This screen displays the following keys located on the bottom left of the screen:

- Dial
- Conf (Conference)
- Xfer (Transfer)

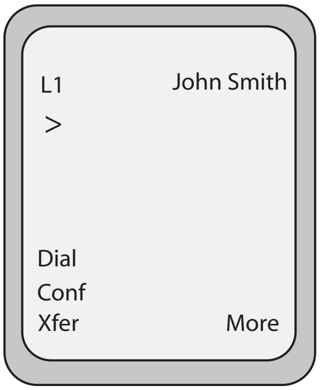
These keys are static and cannot be changed.

A **More** softkey also displays at the bottom right of the screen if you have configured softkeys.

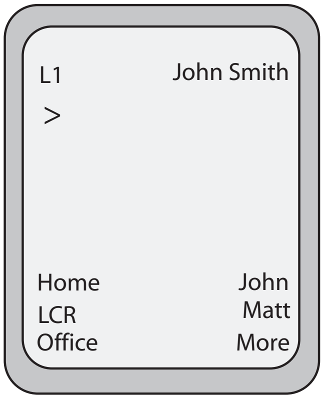
For example, in the illustration below, the 55i has several bottom softkeys configured on the idle screen. A "**More**" key displays for you to view additional softkeys on another screen. Also, if you pick up the handset, a "**More**" displays for you to view additional softkeys. You can press the **More** softkey to toggle between the first and second screens to display all configured softkeys.


L1
John Smith
Sat Jan 1 12:18am
Home
John
LCR
Matt
Office
More

Idle Screen


L1
John Smith
>
Dial
Conf
Xfer
More

After Handset Pickup

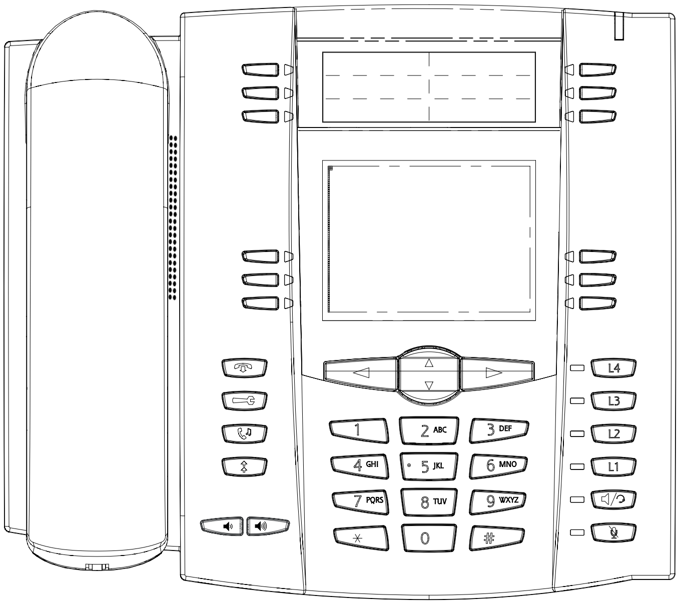

L1
John Smith
>
Home
John
LCR
Matt
Office
More

After Pressing "More"

Note: The bottom set of 6 softkeys map to the current state-based configurable softkeys.

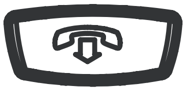
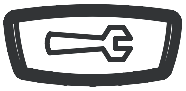
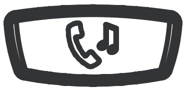
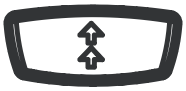
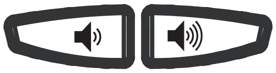
IP Phone Keys and Key Descriptions*

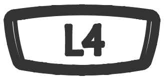
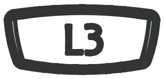
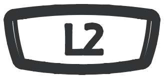
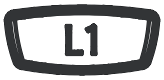
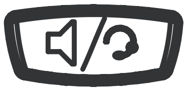
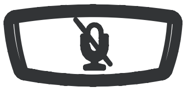
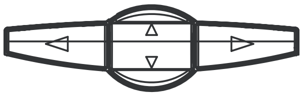
The following sections describe the various 55i phone key functions, and how they help you make and manage your calls and caller information.

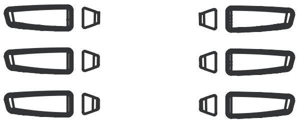
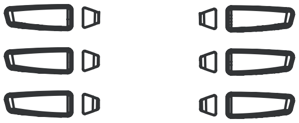


Key Descriptions

The following table identifies the keys on the key panel of your 55i IP phone that you can use for handling calls.

Keys	Key Description
	**Goodbye key** - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	**Options key** - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	**Hold key** - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	**Redial key** - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	**Volume control key** - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.

Keys	Key Description
   	**Line/Call Appearance key** - Connects you to a line or call. The Aastra 55i IP phone supports up to 4 line keys.
	**Handsfree key** - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
	**Mute key** - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	**Navigation keys** - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

Keys	Key Description
	**Programmable keys** - 6 Top keys: programmable hard keys (up to 6 programmable functions) By default, keys 1 through 4 are assigned as Services, Directory, Callers List, and Intercom, respectively. Keys 5 and 6 have no assigned functions. All 6 keys are programmable and can be assigned to perform specific functions. The following are the default functions for the programmable keys on the 55i IP phone: **1** - **Services** Accesses enhanced features and services such as XML applications and voicemail, provided by third parties. **2** - **Dir** Accesses the Directory List which displays up to 200 names and phone numbers (stored in alphabetical order) **3** - **Callers** Accesses the Callers List which lists the last 200 calls received. **4** - **Icom** Automatically connects with a remote extension for outgoing calls, and answers incoming intercom calls. **5** - **None** No assigned function **6 - None** No assigned function The following softkeys display when you pick up the handset: **Dial -** After entering a phone number from the keypad, you can press the **Dial** softkey to immediately dial the number. **Conf** - Begins a conference with the active call. **Xfer** - Transfers the active call to another number. **Note:** For more information about programming the programmable keys to perform specific functions, see the "Softkeys and Programmable Keys" on page 53.
	**Softkeys** - 6 Bottom keys: programmable state-based softkeys (up to 20 programmable functions). **Note:** For more information about programming the softkeys to perform specific functions, see the "Softkeys and Programmable Keys" on page 53.

IP Phone Keys and Key Descriptions*

Methods for Customizing Your Phone

There are two ways to customize specific options on your phone:

- Using the Options key on the IP Phone
- Using the Aastra Web UI in an Internet browser window from your PC.

Phone Options via the IP Phone UI

You can customize your phone by pressing the Options key and accessing the IP Phone UI.

These options allow you to customize the following phone settings.

Option Number	Option
1	**Call Forward** **1.** Cfwd Number **2.** Cfwd Mode **3.** No. Rings
2	**Preferences** **1.** Tones Ring Tone Tone Set **2.** Contrast Level **3.** Live Dialpad **4.** Set Audio Audio Mode Headset Mic Vol **5.** Time and Date Time Zone Daylight Savings Time Format Date Format Time Server Time Server 1 Time Server 2 Time Server 3 Set Time Set Date **6.** Language
3	**Phone Status** **1.** IP&MAC Addresses **2.** LAN Port **3.** PC Port **4.** Firmware Info
4	**User Password**
5	**Administrator Menu** (Password Protected)
6	**Restart Phone**
7	**Phone Lock**

Note: *The "**Administrator Menu**" options are administrator level functions only, and are not accessible by the user. These options should only be set up and changed by your system administrator.

Simplified Options Menu

Your System Administrator may configure a simplified options menu for your phone. The following table indicates the options that may appear on your phone if the simplified options menu is applied.

Option Number	Option
1	**Call Forward** **1.** Cfwd Number **2.** Cfwd Mode **3.** No. Rings
2	**Preferences** **1.** Tones Ring Tone Tone Set **2.** Contrast Level **3.** Live Dialpad **4.** Set Audio Audio Mode Headset Mic Vol
3	**Phone Status** **1.** IP&MAC Addresses **2.** LAN Port **3.** PC Port **4.** Firmware Info
4	**Phone Lock**

Using the IP Phone UI

IP Phone UI

1. Press the Options key on the phone to enter the Options List.
2. To go to an **Option,** use ▲ and ▼ to scroll through the list, or press the number corresponding to the **Option**.
3. Press the **Show** softkey, the ► button, or press the digit number of the corresponding option to select an option.
4. Use the softkeys that display for each option to change a selected option.
5. Press the **Done** button to save the change.
6. Press the button, the ◄ button, or the button at any time to exit without saving changes.

References

For more information about customizing your phone using the available options from the IP Phone UI, see the section "Customizing Your Phone" on page 26.

For more information about administrator options, contact your System Administrator.

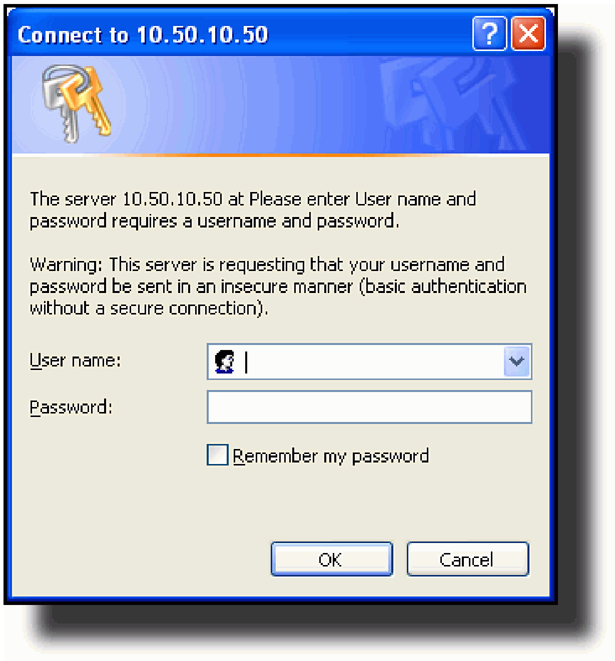
Phone Options via the Aastra Web UI

In addition to the IP Phone UI options, you can customize additional options on the IP Phone using the Aastra Web UI. In order to access your phone using the Aastra Web UI, you need to know your phone’s IP address. To find your phone’s IP address, see "Finding Your Phone’s IP Address" on page 24.

Using the Aastra Web UI

Aastra Web UI

1. Open your web browser, enter the phone’s IP address or host name into the address field and press <**Enter**>.
   The following logon screen displays.



The server 10.50.10.50 at Please enter User name and password requires a username and password.

Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).

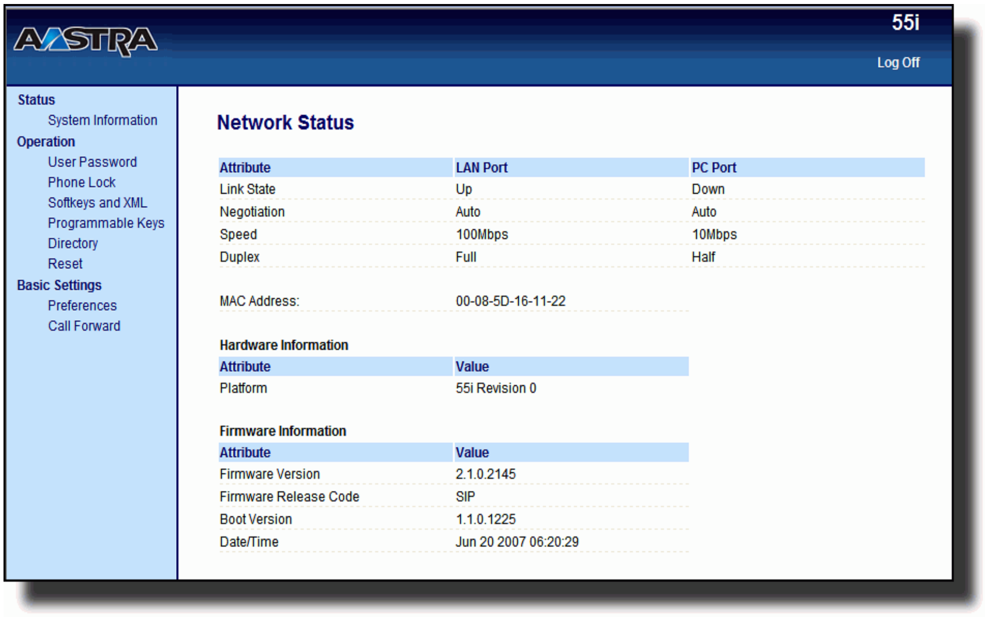
User name:

Password:

☐ Remember my password

2. At the prompt, enter your username and password and click OK.
   The Network Status window displays for the IP phone you are accessing.

➡ **Note:** For a user, the default user name is “**user**” and the password field is left blank..


AASTRA
55i
Log Off
Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Network Status

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	10Mbps
Duplex	Full	Half

MAC Address: 00-08-5D-16-11-22

Hardware Information

Attribute	Value
Platform	55i Revision 0

Firmware Information

Attribute	Value
Firmware Version	2.1.0.2145
Firmware Release Code	SIP
Boot Version	1.1.0.1225
Date/Time	Jun 20 2007 06:20:29

3. You can logout of the Aastra Web UI at any time by clicking **Log Off**.

The following categories display in the side menu of the Aastra Web UI: **Status, Operation, Basic Settings**.

Headings	Descriptions
Status	The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.
Operation	**User Password** - Allows you to change user password. **Phone Lock** - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, and reset the user password. **Softkeys and XML** - Allows you to configure up to 6 bottom softkeys with functions identified in the list below. **Programmable Keys** - Allows you to configure up to 6 top programmable keys with functions identified in the list below. **Available Functions for Softkeys and Programmable Keys** • none • line • speeddial • do not disturb (DND) • Busy Lamp Field (BLF) • BLF List • Auto Call Distribution (ACD) • Directed Call Pickup • Extensible Markup Language (XML) • flash • sprecode • park • pickup • Last Call Return (lcr) • Directory • Callers List • Intercom • Services • Phone Lock • Empty (not available for Programmable Keys) **Expansion Modules** - Allows you to configure an additional 36 softkeys with a 536M Expansion Module, or an additional 60 softkeys with a 560M Expansion Module if an it is attached to the phone. This option displays on the side menu of the Aastra Web UI only if an Expansion Module is attached. **Note:** Not all functions in the table above apply to the Expansion Modules. **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC. **Reset** - Allows you to restart the IP phone when required.

Headings	Descriptions
Basic Settings	**Preferences** - Allows you to enable/disable the following: • Static park call • Static Pickup call • Suppress DTMF Playback • Display DTMF Digits • Call Waiting • Play Call Waiting Tone • Stuttered Dial Tone • XML Beep Support • Status Scroll Delay • Incoming Call Interrupts Dialing • Goodbye Key Cancels Incoming Call • UPnP Mapping Lines • Message Waiting Indicator Line This category also allows you to configure: • incoming Intercom call settings • ring tones (global and per-line basis) • ring tone sets • time and date settings • language settings. **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded. Call forward can be configured using a specific mode (off, all, busy, no answer, busy no answer) on a global or per-line basis.

Phone Status

You can view the status of your phone using the IP Phone UI or the Aastra Web UI.

Phone Status via IP Phone UI

The "**Phone Status**" option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

- Network status including your phone's IP and MAC address
- Local Area Network (LAN) port
- PC port
- Firmware version

Use the following procedure to view the status of your phone using the IP Phone UI.

IP Phone UI

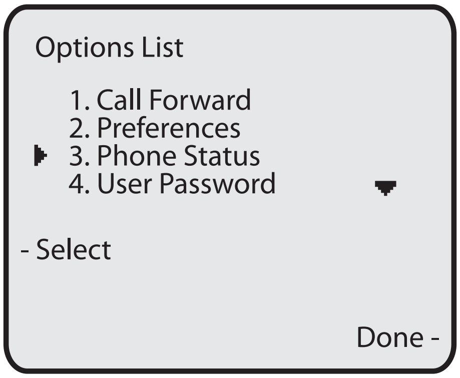
1. Press on the phone to enter the Options List.
2. Select **Phone Status**.
3. Select the option you want to view:
   IP&MAC Address
   LAN Port
   PC Port
   Firmware Info
   The option you select displays to the LCD. Use the ▲ and ▼ keys to scroll the through the LCD display.

Finding Your Phone's IP Address

If you want to access your phone's options using an Internet browser, you need to enter the IP address of the phone in the browser to open the Aastra Web UI. Use the following procedure to find your phone's IP address.

IP Phone UI

1. Press to enter the Options List.
2. Use ▼ to scroll down the list of options to **Phone Status** and press **Select**.



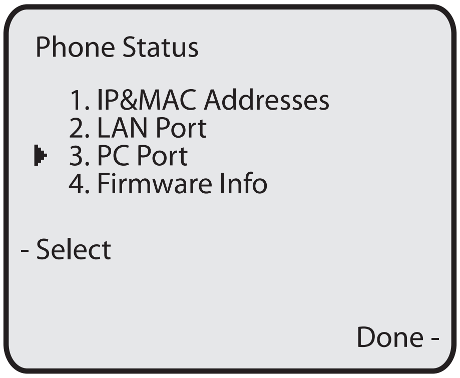
Options List

1. Call Forward
2. Preferences
▶ 3. Phone Status
4. User Password ▼

- Select

Done -

3. Use ▼ to scroll to **IP&MAC Addresses** and press **Select**.



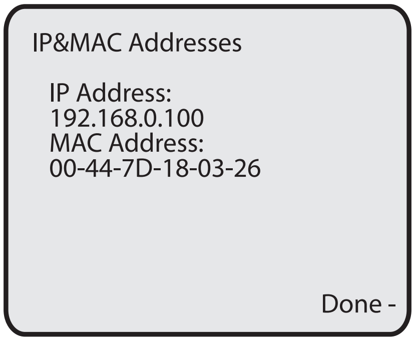
Phone Status

1. IP&MAC Addresses
2. LAN Port
▶ 3. PC Port
4. Firmware Info

- Select

Done -

The following screen displays that specifies the IP Address and MAC Address of your phone. Use the IP Address to enter into your browser window to access the phone via the Aastra Web UI. For more information about using the Aastra Web UI, see "Phone Options via the Aastra Web UI" on page 19.



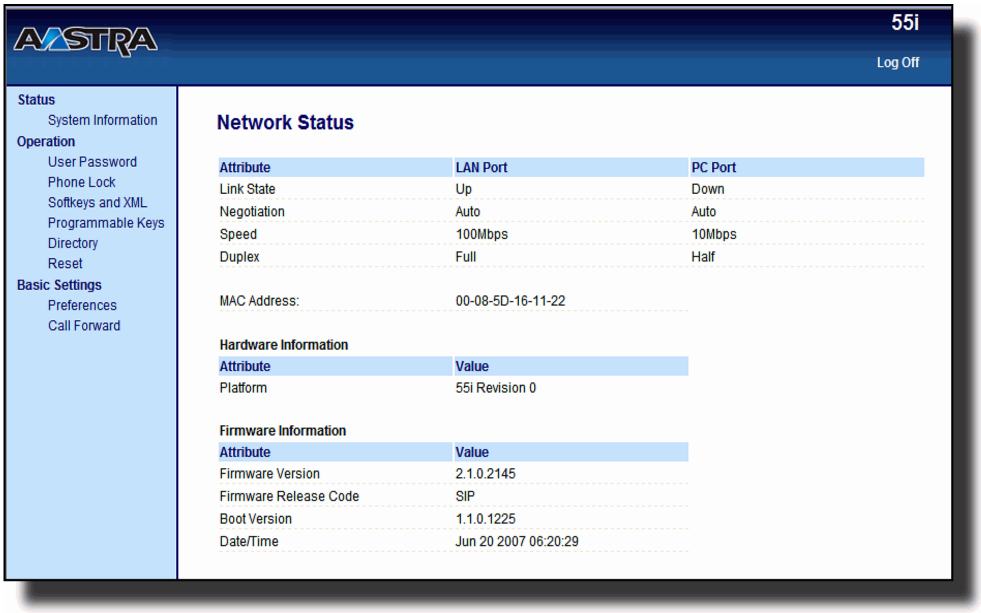
IP&MAC Addresses

IP Address:
192.168.0.100
MAC Address:
00-44-7D-18-03-26

Done -

Phone Status via the Aastra Web UI

After accessing your phone via the Aastra Web UI, the first screen to display is the phone's Status Screen.


AASTRA
55i
Log Off
Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Network Status

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	10Mbps
Duplex	Full	Half

MAC Address: 00-08-5D-16-11-22

Hardware Information

Attribute	Value
Platform	55i Revision 0

Firmware Information

Attribute	Value
Firmware Version	2.1.0.2145
Firmware Release Code	SIP
Boot Version	1.1.0.1225
Date/Time	Jun 20 2007 06:20:29

This screen is view only. It displays the Network Status of your phone which includes the following:

- LAN Port
- PC Port
- MAC Address
- Hardware Information
- Firmware Information

Customizing Your Phone

The following paragraphs describe the options available from either the IP Phone UI, the Aastra Web UI, or both, and provide procedures applicable to the option.

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone.

Ring Tones

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tones Table

Configuration Method	Valid Values	Default Value
IP Phone UI	Global: Tone 1 Tone 2 Tone 3 Tone 4	Global: Tone 1
Aastra Web UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent Per-Line: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1 Per-Line: Global

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- US (Default - also used in Canada)
- Mexico
- United Kingdom
- Italy
- Germany
- France
- Europe (generic tones)
- Australia

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

dial tone
secondary dial tone
ring tone
busy tone
congestion tones
call waiting tone
ring cadence pattern

You configure global ring tones and tone sets using the Aastra Web UI and the IP Phone UI.

Configuring Ring Tones and Tone Sets

☎ **IP Phone UI**

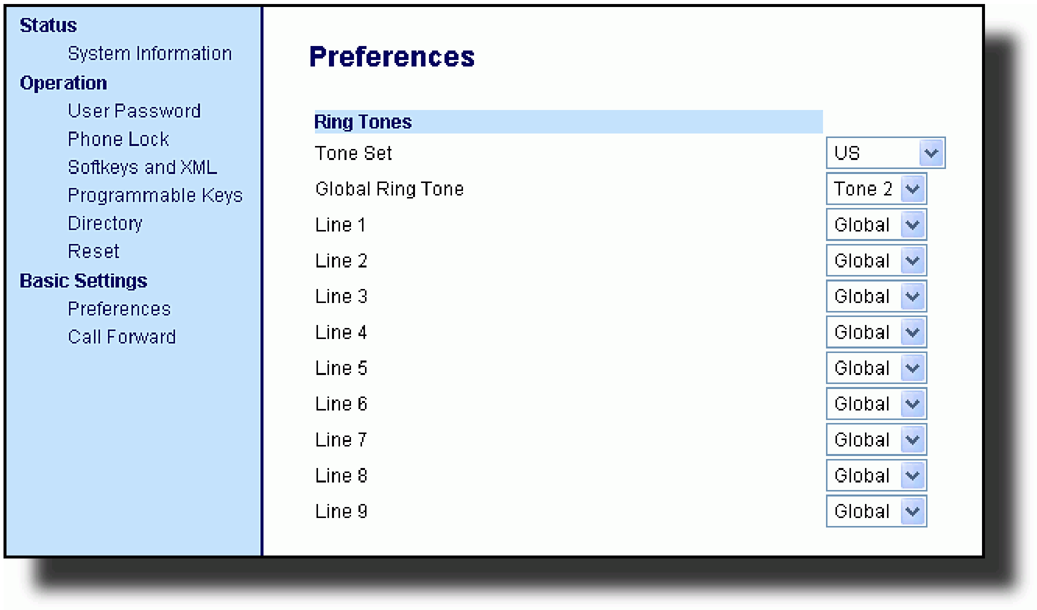
Use the following procedures to configure ring tones and tone sets on the IP phone.

(global configuration only)

1. Press 🔧 on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Tones**.
4. Select **Ring Tone**.
5. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
6. Press **Done.**
7. Select **Tone Set**.
8. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe, France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.
9. Press **Done.**
   The ring tone and tone set you select is immediately applied to the IP phone.

Aastra Web UI

1. Click on **Basic Settings->Preferences->Ring Tones**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

Ring Tones

Tone Set	US
Global Ring Tone	Tone 2
Line 1	Global
Line 2	Global
Line 3	Global
Line 4	Global
Line 5	Global
Line 6	Global
Line 7	Global
Line 8	Global
Line 9	Global

For global configuration:

2. In the "**Ring Tones**" section, select a country from the "**Tone Set**" field. Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.

3. Select a value from the "**Global Ring Tone**" field.

Note: See the Ring Tones Table on page 26 for valid values.

For per-line configuration:

4. In the "**Ring Tone**" section, select a line for which you want to set ring tone.

5. Select a value from the "**LineN**" field.

Note: See the Ring Tones Table on page 26 for valid values.

---

6. Click Save Settings to save your settings.

Contrast Level

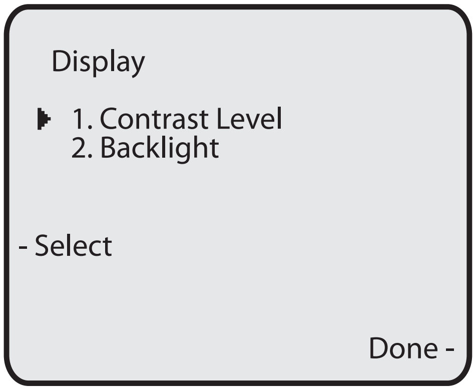
The "**Contrast Level**" option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

You can set the contrast level using the IP Phone UI only.

Setting Contrast Level

IP Phone UI

1. Press on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Contrast Level**.



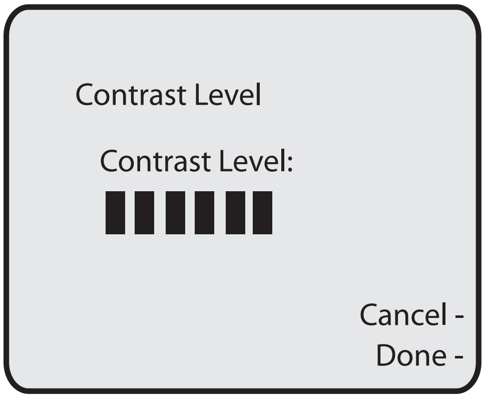
Display

▶ 1. Contrast Level
2. Backlight

- Select

Done -

5. Use the ◀ and ▶ nagivation buttons to increase or decrease the intensity of contrast lighting on the LCD.



Contrast Level

Contrast Level:

▮▮▮▮▮▮

Cancel -
Done -

6. Press **Done** to save your selection.

Backlight

The "**Backlight**" option on the IP phone allows you to set the backlight status on the LCD display to the following:

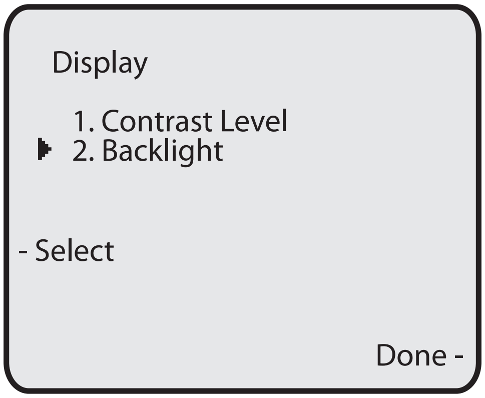
- Always ON (Default)
- Always OFF
- Automatically turn ON the backlight when the phone is in use, and then automatically turn OFF the backlight when the phone is idle after a specified length of time.

Auto backlighting sets the phone to turn off the backlighting after a period of inactivity; the idle period is user definable under the Advanced softkey when you select the Auto mode. In Auto mode, the backlight turns on with a key press or state change on the phone.

Setting the Backlight

IP Phone UI

1. Press 🔧 on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Backlight**.



Display

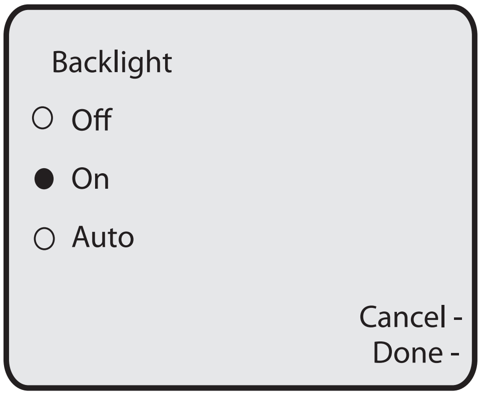
1. Contrast Level
▶ 2. Backlight

- Select

Done -

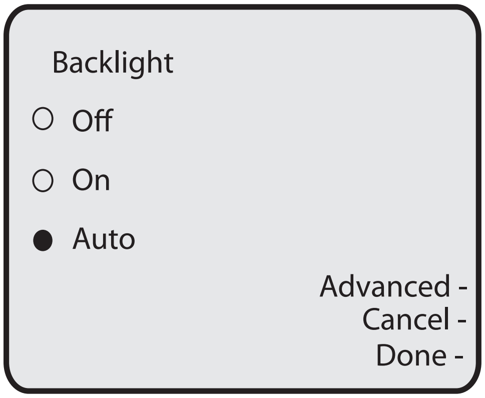
5. Use the ▲ and ▼ navigation buttons to select the Backlight status for your phone. Default is "**ON**". Available options are:
   - Off
   - On (Default)
   - Auto

6. If you selected "**On**" or "**Off**", press **Done** to save your setting.



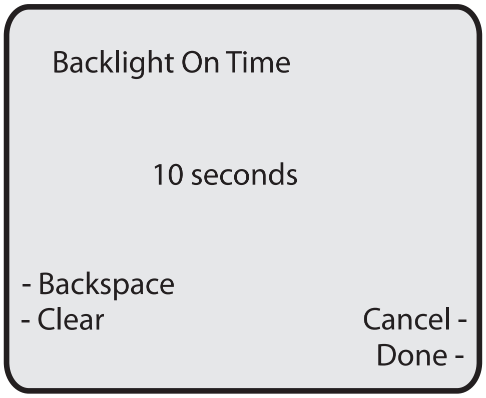
Backlight
○ Off
● On
○ Auto
Cancel -
Done -

7. If you selected "**Auto**", press the **Advanced** softkey.



Backlight
○ Off
○ On
● Auto
Advanced -
Cancel -
Done -

8. Using the keypad, enter the amount of seconds you want the phone to stay backlit when the phone is idle. Default is **10 seconds**. When this period of time is reached, the phone turns OFF the backlight. Use the "**Backspace**" and/or "**Clear**" softkeys to delete entries if required.



Backlight On Time
10 seconds
- Backspace
- Clear
Cancel -
Done -

9. Press **Done** to save your setting.

Live Dialpad*

The "**Live Dialpad**" option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the 55i IP phone automatically dials out and turns ON Handsfree mode as soon as a dial pad key or softkey is pressed. With live dial pad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the 🔈 initiates a call to that number.

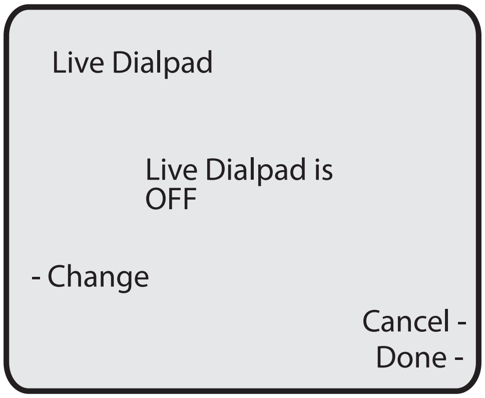
*Availability of feature dependant on your phone system or service provider.

You can enable/disable the live dialpad using the IP Phone UI only.

Enabling/Disabling Live Dialpad

IP Phone UI

1. Press 🔧 on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Live Dialpad**.



Live Dialpad

Live Dialpad is OFF

4. Use the **Change** softkey to turn the live dialpad ON or OFF.
5. Press **Done** to save your setting.

Set Audio

The "**Set Audio**" option on the IP Phone allows you to set the audio mode for your IP phone. It also allows you to set the volume level of the headset microphone.

You can set Audio on your IP phone using the IP Phone UI only.

Audio Mode

The 55i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the 🔈/🎧 button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the 🔈/🎧 button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the 🔈/🎧 button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the 🔈/🎧 button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

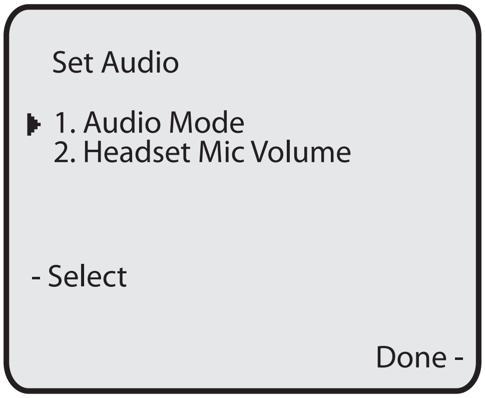
Headset Mic Volume

The "**Headset Mic Volume**" option allows you to set the volume level for the headset microphone.

Setting Audio Mode and Headset Mic Volume

IP Phone UI

1. Press on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Audio Mode**.



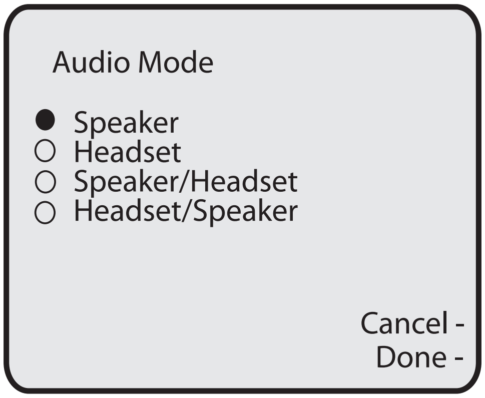
Set Audio

▶ 1. Audio Mode
2. Headset Mic Volume

- Select

Done -

5. Select the audio mode you want to use on your phone. Default is **Speaker**.
   Valid values are:
   Speaker (Default)
   Headset
   Speaker/Headset
   Headset/Speaker



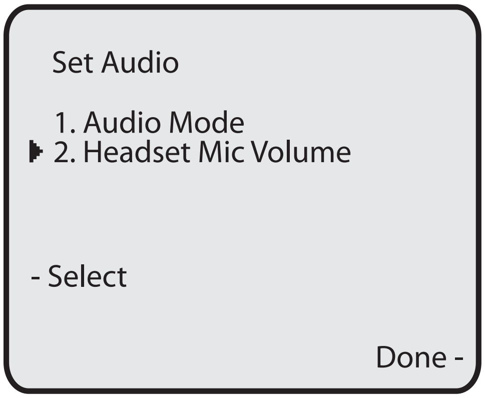
Audio Mode

● Speaker
○ Headset
○ Speaker/Headset
○ Headset/Speaker

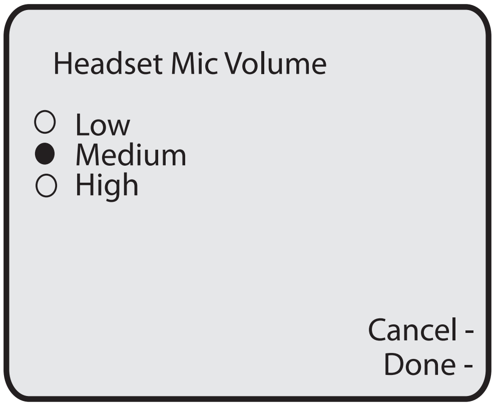
Cancel -
Done -

6. Press **Done** to save your setting.

7. Select **Headset Mic Volume**.


Set Audio
1. Audio Mode
2. Headset Mic Volume
- Select
Done -

8. Select the **Low**, **Medium**, or **High** volume level. Default is **Medium**.


Headset Mic Volume

○ Low
● Medium
○ High

Cancel -
Done -

9. Press **Done** to save your selection.

Time and Date

On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time
- Time Servers (Administrator use only;password protected)

Note: You can set the above features using the IP Phone UI. However, only the Time and Date Formats can be set using the Aastra Web UI. The "Time Server" configuration is for Administrator use only and is password protected. Contact your System Administrator for more information.

Configuring Time and Date

Use the following procedures to configure the time and date settings on the IP phone.

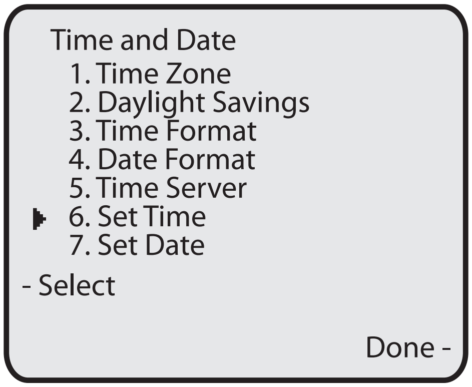
IP Phone UI

Set Time and Time Format

Note: The time and time format you configure display on the phone's idle screen.

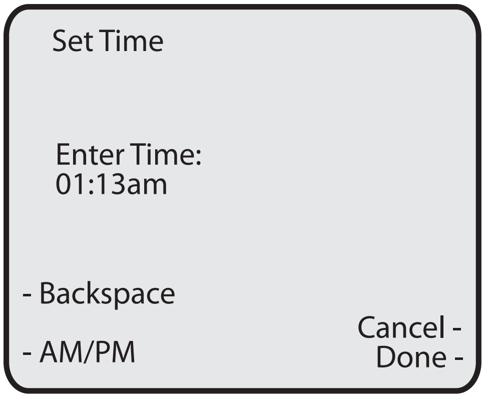
---

1. Press on the phone to enter the Options List.
2. Select **Preferences.**
3. Select **Time and Date.**
4. Select **Set Time.**



Time and Date
1. Time Zone
2. Daylight Savings
3. Time Format
4. Date Format
5. Time Server
6. Set Time
7. Set Date
- Select
Done -

5. Using the keys on the keypad, enter a time to set on the IP phone. Use the "**Backspace**" sofkey to move back a space and delete a character. Use the "**AM/PM**" softkey to specify either AM or PM for the time setting.



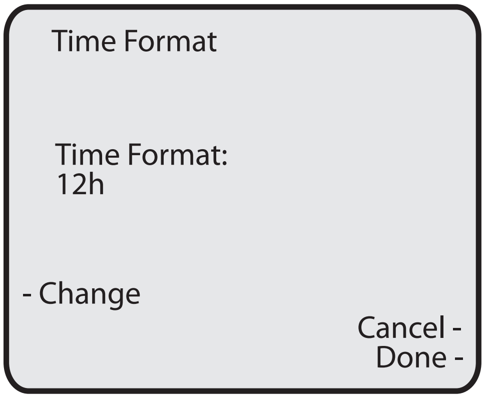
Set Time

Enter Time:
01:13am

- Backspace
- AM/PM

Cancel -
Done -

6. Press **Done** to save the setting.
7. Select **Time Format**.
8. Using the "**Change**" softkey, set the Time Format to either a 12 hour format or a 24 hour format. Valid values are **12h** and **24h**. Default is **12h**.



Time Format

Time Format:
12h

- Change

Cancel -
Done -

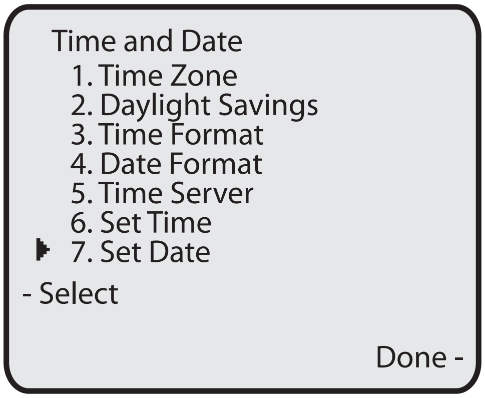
9. Press **Done** to save the Time Format you selected.

Set Date and Date Format

Note: The date and date format you configure display on the phone's idle screen.

---

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Set Date**.

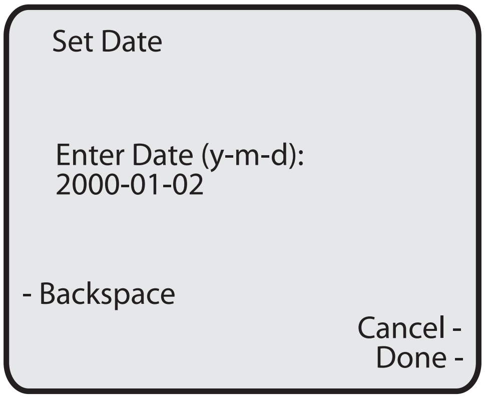


Time and Date
1. Time Zone
2. Daylight Savings
3. Time Format
4. Date Format
5. Time Server
6. Set Time
▸ 7. Set Date

- Select

Done -

4. Using the keys on the keypad, enter a date to set on the IP phone. Use the "**Backspace**" sofkey to move back a space and delete a character.



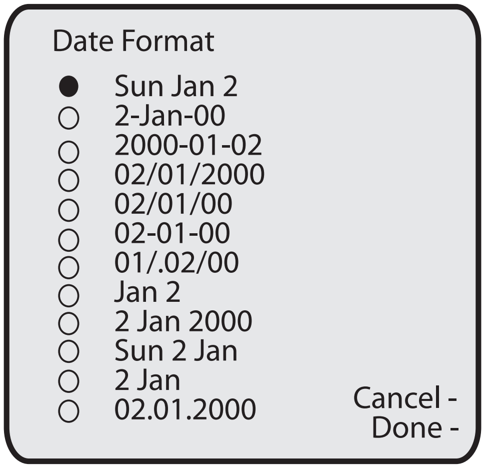
Set Date

Enter Date (y-m-d):
2000-01-02

- Backspace

Cancel -
Done -

5. Press **Done** to save the setting.
6. Select **Date Format**.
7. Select a date format from the list of options. Default is **Sun Jan 2**. Valid values are:
   - Sun Jan 2 (Default)
   - 2-Jan-00
   - 2000 01 02
   - 02/01/2000
   - 02/01/00
   - 02-01-00
   - 01/.02/00
   - Jan 2
   - 2 Jan 2000
   - Sun 2 Jan
   - 2 Jan
   - 02.01.2000



Date Format

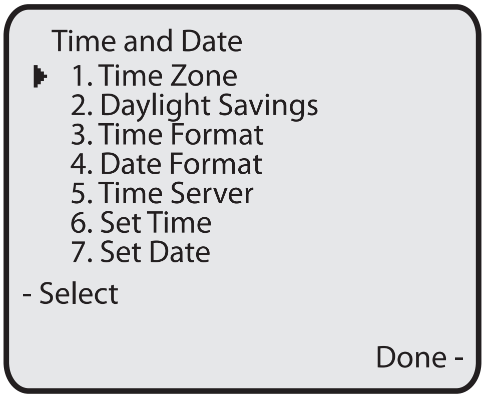
● Sun Jan 2
○ 2-Jan-00
○ 2000-01-02
○ 02/01/2000
○ 02/01/00
○ 02-01-00
○ 01/.02/00
○ Jan 2
○ 2 Jan 2000
○ Sun 2 Jan
○ 2 Jan
○ 02.01.2000

Cancel -
Done -

8. Press **Done** to save the Date Format.

Set Time Zone

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Time Zone**.

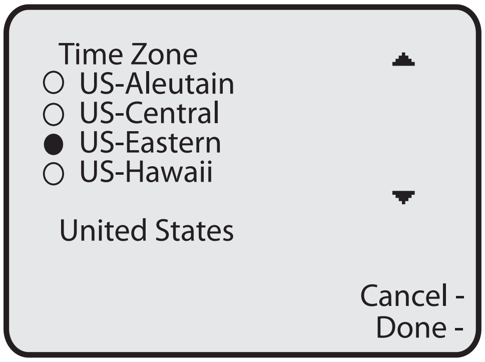


Time and Date
▶ 1. Time Zone
2. Daylight Savings
3. Time Format
4. Date Format
5. Time Server
6. Set Time
7. Set Date
- Select
Done -

A list of Time Zones display for different areas of the world.

4. Select a Time Zone that applies to your area.
   The default Time Zone is **US-Eastern**.

Note: For a list of the Time Zones values available on the IP Phone, see "Appendix A - Time Zone Codes.".

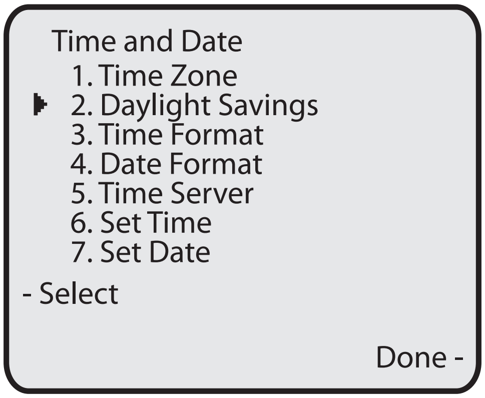


Time Zone ▲
○ US-Aleutain
○ US-Central
● US-Eastern
○ US-Hawaii ▼
United States
Cancel -
Done -

5. Press **Done** to save the Time Zone setting.

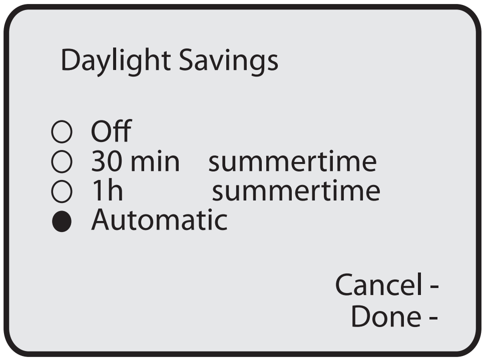
Daylight Savings Time

1. Select **Preferences**.
2. Select **Daylight Savings**.



Time and Date
1. Time Zone
▶ 2. Daylight Savings
3. Time Format
4. Date Format
5. Time Server
6. Set Time
7. Set Date
- Select
Done -

3. Select a Daylight Savings time from the list of options. Default is **Automatic**. Valid values are:
   - OFF
   - 30 min summertime
   - 1h summertime
   - Automatic (Default)



Daylight Savings

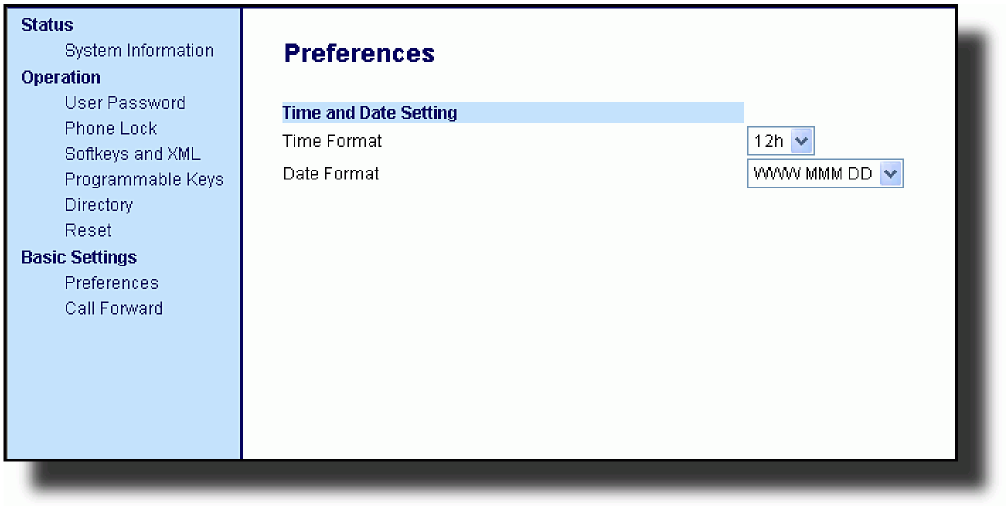
○ Off
○ 30 min summertime
○ 1h summertime
● Automatic

Cancel -
Done -

4. Press **Done** to save the Daylight Savings value you selected.

Aastra Web UI

1. Click on **Basic Settings->Preferences->Time and Date Setting**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

Time and Date Setting

Time Format: 12h

Date Format: WWW MMM DD

2. In the **"Time Format"** field, select the time format you want to use on your phone. Valid values are:
   12h (12 hour format) (default)
   24h (24 hour format)

Note: The time and time format you configure display on the phone's idle screen.

---

3. In the **"Date Format"** field, select the date format you want to use on your phone. Default is **WWW MMM DD**. Valid values are:
   - **WWW MMM DD** (default)
   - **DD-MMM-YY**
   - **YYYY-MM-DD**
   - **DD/MM/YYYY**
   - **DD/MM/YY**
   - **DD-MM-YY**
   - **MM/DD/YY**
   - **MMM DD**
   - **DD MMM YYYY**
   - **WWW DD MMM**
   - **DD MMM**
   - **DD.MM.YYYY**

Note: The date and date format you configure display on the phone's idle screen.

---

4. Click Save Settings to save your settings.

Language

The IP phones support several different languages. You can have the IP Phone UI and the Aastra Web UI display in a specific language as required. When you set the language to use, all of the display screens (menus, services, options, configuration parameters, etc.) display in that language. The IP phones support the following languages:

- English (default)
- French
- Spanish
- German
- Italian

Specifying the Language to Use

Once the language pack(s) are available on your phone from your System Administrator, you can specify which language to use on the phone and/or the Aastra Web UI.

➡ **Note:** All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.

IP Phone UI

Use the following procedure to specify which language to use for the IP Phone UI.

1. Press 🔧 on the phone to enter the Options List.
2. Select **Language** and press **Select**.
3. Select **English** (English)**, Francais** (French)**, Espanol** (Spanish)**, Deutsch** (German)**,** or **Italiano** (Italian). Default is **English**.

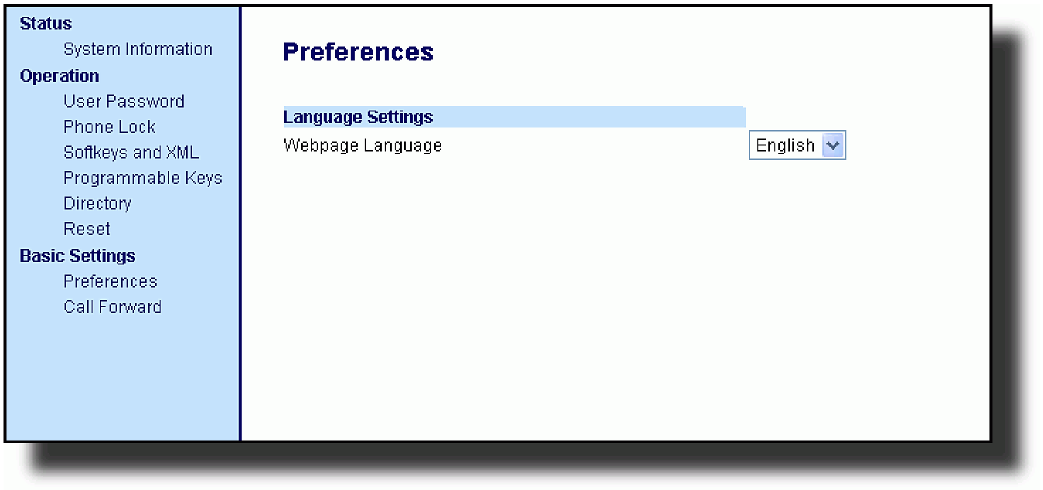
➡ **Note:** All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone. English is the default language and cannot be changed or removed. For more information about loading language packs, see your System Administrator.

---

4. Press **Done** to set the language on the phone.
   The change is dynamic. When you exit the Options Menu, the phone displays all menu items in the language you selected.

Note: You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, see your System Administrator.

1. Click on **Basic Settings->Preferences->Language Settings.**


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Preferences
Language Settings

Webpage Language: English

2. In the "**Webpage Language**" field, select a language to apply to the Aastra Web UI. The IP phone supports the following languages:
   English (default)
   French
   Spanish
   German
   Italian

Note: All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

3. Click Save Settings to save your settings. The change is dynamic. The Aastra Web UI displays all screens in the language you selected.

User Password

This category allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure. You can change your user password using the IP Phone UI or the Aastra Web UI.

If you change the password	Then you need to:
using the IP Phone UI,	use that new password to log into the Aastra Web UI.
using the Aastra Web UI,	use that new password when changing the user password via the IP Phone UI.

Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Setting a User Password

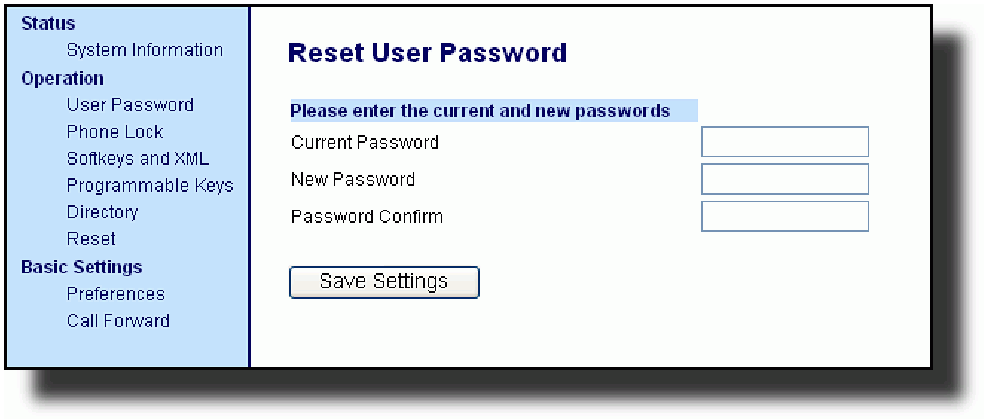
IP Phone UI

Note: If required, use the following keys while entering a password:
- **Backspace** softkey moves cursor back a space and deletes characters
- **Clear** softkey clears entire field of all characters
- **Quit** softkey cancels the password changing process without saving.

1. Press on the phone to enter the Options List.
2. Select **User Password** and press **Select**.
3. At the "*Current Password*:" prompt, enter the current user password and press **Enter**.
4. At the "*New Password:*" prompt, enter the new user password and press **Enter**.
5. At the "*Re-enter Password:*" promot, re-enter the new user password and press **Enter**.
   A message, "*Password Changed*" displays on the screen.

Aastra Web UI

1. Click on **Operation->User Password**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Reset User Password
Please enter the current and new passwords
Current Password
New Password
Password Confirm
Save Settings

2. In the "**Current Password**" field, enter the current user password.

→ **Note:** By default, the user name is "`user`" (all lowercase) and the password field is left blank.

---

3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click Save Settings to save your changes.

Resetting a User Password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password).

You can reset a user password using the Aastra Web UI only.

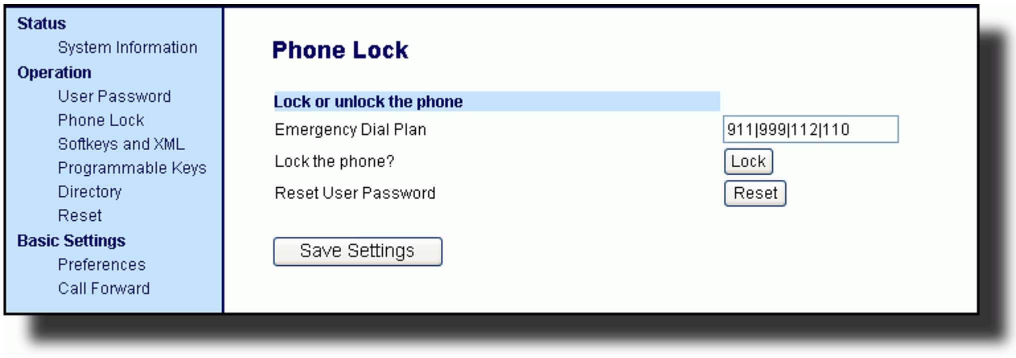
Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Reset a User Password

Use the following procedure to reset a user password.

Aastra Web UI

1. Click on **Operation->Phone Lock**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Lock
Reset
Save Settings

Phone Lock

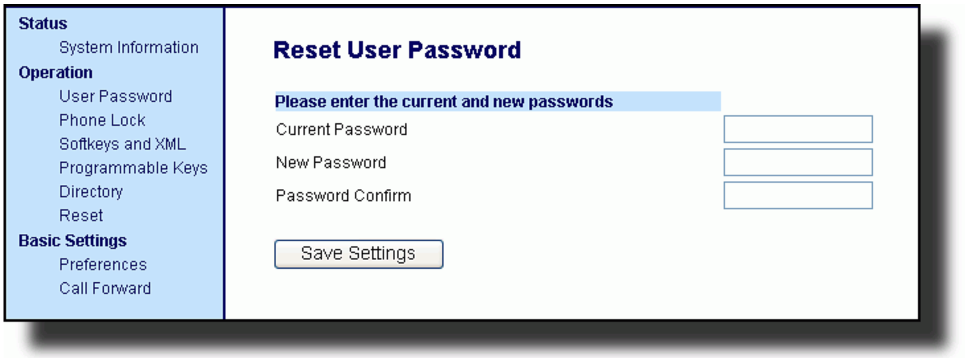
Lock or unlock the phone

Emergency Dial Plan 911|999|112|110

Lock the phone?

Reset User Password

2. In the "**Reset User Password**" field, click Reset.
   The following screen displays.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Reset User Password

Please enter the current and new passwords

Current Password

New Password

Password Confirm

3. In the "**Current Password**" field, leave this blank.
4. In the "**New Password**" field, enter a new password.
5. In the "**Password Confirm**" field, re-enter your new user password.
6. Click Save Settings to save your settings.

Restarting your phone

You may want to restart your phone to check for updates on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your System Administrator, or should you experience any unexpected behavior.

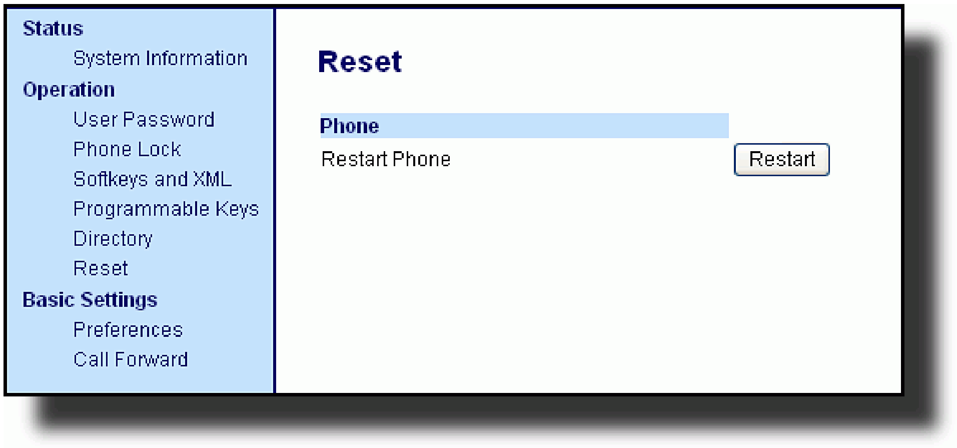
IP Phone UI

1. Press the button on the phone to enter the Options List.
2. Select **Restart Phone**.
3. When the prompt, "*Are you sure you wish to restart the phone*?" appears, press the **Restart** softkey. If you do not wish to restart your phone, press **Cancel**.

Note: Your phone is out of service temporarily during the restart and downloading process.

Aastra Web UI

1. Click on **Operation->Reset**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Reset
Phone
Restart Phone
Restart

2. Click Restart.
3. Click **OK** at the confirmation prompt.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "Phone Lock Key" on page 108.

In the Aastra Web UI, the *Operation->Phone Lock* path also allows you to perform the following:

- Reset a user password. Clicking on the "**Reset**" button in the "**Reset User Password**" field displays a screen that allows you to enter and save a new user password.
- Set an emergency dial plan. An emergency dial plan can be 911, 999, 112, 110 or all of the above. The default emergency dial plan is 911|999|112|110.

The following procedures describe locking the phone, setting an emergency dial plan, and resetting the user password.

Locking/Unlocking a Phone

Use the following procedures to lock an IP phone and prevent it from being used or configured.

IP Phone UI

Lock the Phone

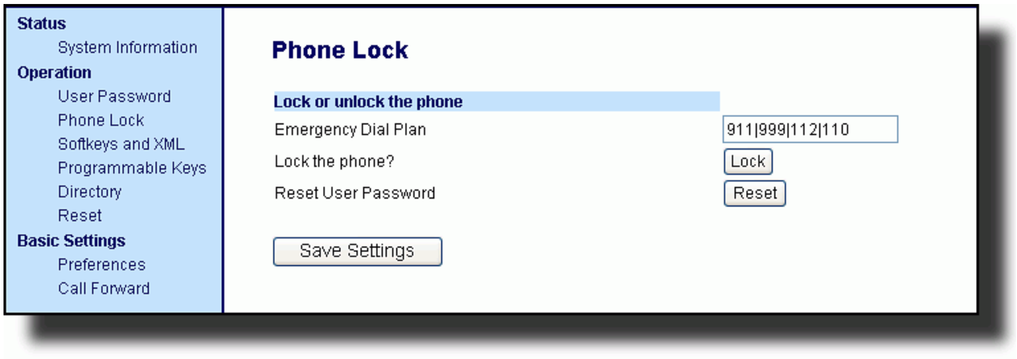
1. Press on the phone to enter the Options List.
2. Select **Phone Lock** and press **Select**.
3. At the "*Lock the phone?*" prompt, press **Lock**.
   The message "*Phone is locked*" displays.

Unlock the Phone

1. Press on the phone to enter the Options List.
2. At the prompt, "*To unlock the phone*", enter your user password and press **Enter**..
   The phone unlocks.

Aastra Web UI

1. Click on **Operation->Phone Lock**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Lock
Reset
Save Settings

Phone Lock

Lock or unlock the phone

Emergency Dial Plan 911|999|112|110

Lock the phone?

Reset User Password

Lock the Phone

2. In the "**Lock the Phone?**" field, click Lock .
   The phone locks dynamically and displays the following message: "*Phone is locked*".

Unlock the Phone

3. Click on **Operation->Phone Lock**.

4. In the "**Unlock the Phone?**" field, click Unlock .
   The phone unlocks dynamically and displays the following message: "*Phone is unlocked*".

Defining an Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the digits to dial on the IP phone for contacting emergency services. Once you specify the emergency number(s) on the phone, you can dial those numbers directly on the dial pad when required and the phone automatically dials to those emergency services.

Note: Contact your local phone service provider for available emergency numbers in your area.

The following table describes the default emergency numbers on the IP phones.

Emergency Number	Description
911	A United States emergency number
999	A United Kingdom emergency number
112	An international emergency telephone number for **GSM mobile phone** networks. In all European Union countries it is also the emergency telephone number for both mobile and fixed-line telephones.
110	A police and/or fire emergency number in Asia, Europe, Middle East, and South America.

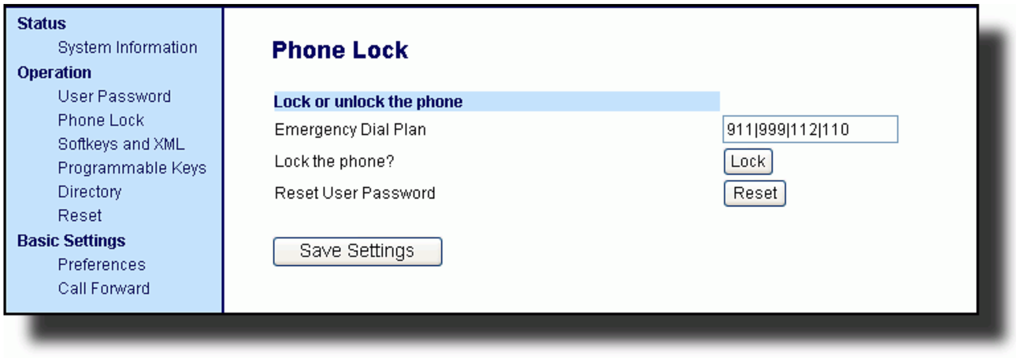
You can set the emergency dial plan using the Aastra Web UI.

Define an Emergency Dial Plan

Use the following procedure to specify the numbers to use on your phone for dialing emergency services in your area.

Aastra Web UI

1. Click on **Operation->Phone Lock**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Phone Lock
Lock or unlock the phone
Lock the phone?
Lock
Reset User Password
Reset
Save Settings

Emergency Dial Plan: 911|999|112|110

2. In the "**Emergency Dial Plan**" field, enter the 3-digit number used in your local area to contact emergency services. For multiple numbers, enter a "|" between each emergency number. For example:

   911|110

   Default for this field is **911|999|112|110.**

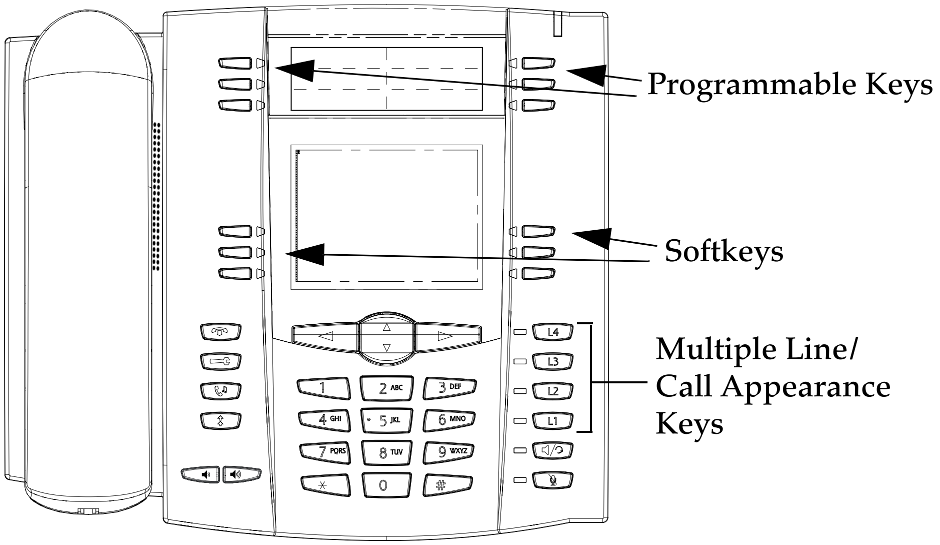
3. Click Save Settings to save the emergency dial plan to your phone.

Reference

For more advanced options you can set on your phone, see "Additional Features" on page 152.

Line Keys, Programmable Keys, and Softkeys

This section describes the Multiple Line/Call Appearance Keys (L1, L2, L3, and L4) located on the bottom-right of the phone, and the customizable programmable keys and softkeys located at the top of the phone.



Multiple Line and Call Appearances

The 55i has 4 hard line/call appearance buttons each with a corresponding status light.

These line/call appearance buttons and lights can represent physical lines, calls for your extension or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

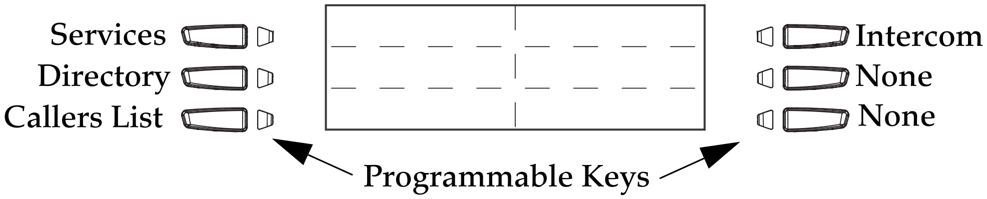
When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ appear if there is call information either left, right or both sides of the current information you are viewing.

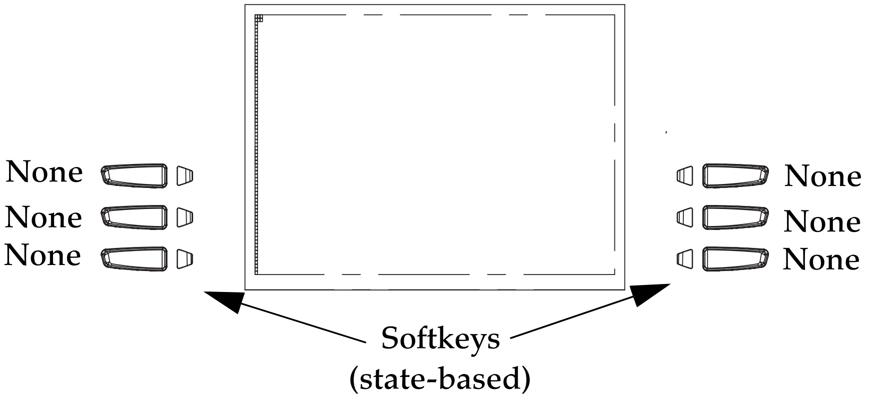
The display shows which line the call information is referring to (L1, L2, L3, L4, etc.), the Caller ID information (name and number, if available), the call status (**Connected**, **Ring**, **Hold,** etc.) and the timer specific to that call.

Softkeys and Programmable Keys

Your 55i has 6 multi-functional top programmable keys and 6 multi-functional bottom softkeys:

- **6 Top Keys**: programmable hard keys
  (up to 6 programmable functions; the following illustration shows the default functions))
- **6 Bottom Keys**: programmable state-based softkeys
  (up to 20 programmable functions).





Note: If a 536M or 560M Expansion Module(s) is attached to the phone, you can configure up to an additional 36 softkeys on each 536M Expansion Module and up to 60 softkeys on each 560M Expansion Module. (The 55i IP Phone allows up to 3 expansion modules on each phone). For more information about expansion modules, see "Model 536M and 560M Expansion Modules" on page 174.

You can use the Aastra Web UI only, to configure key functions. The following table lists the functions you can set on the programmable keys and softkeys and provides a description for each function.

Key Function	Description
None	Indicates no setting for the key.
Line	Indicates key is configured for line use.
Speeddial	Indicates key is configured for speeddial use. Available on 536M also. You can also configure a prefix for a speeddial number.
Do Not Disturb (DND)	Indicates key is configured for "do not disturb" on the phone.

Key Function	Description
Busy Lamp Field (BLF)	Indicates key is configured for Busy Lamp Field (BLF) use. A user can dial out on a BLF configured key. (Maximum of 50 BLFs allowed on 536M and 560M Expansion Modules.)
BLF List	Indicates key is configured for BLF list use. A user can dial out on a BLF List configured key.
Auto Call Distribution (ACD)	(For Sylantro Servers) Indicates the key is configured to allow the Sylantro server to distribute calls from a queue to registered IP phone users (agents).
Directed Call Pickup (DCP)/ Group Call Pickup (GCP)	(For Sylantro Servers) Indicates the key is configured to allow you to intercept - or pickup - a call on a monitored extension(s).
XML	Indicates the key is configured to accept an XML application for accessing customized XML services. You can also specify an XML key URL for this option.
Flash	Indicates the key is set to generate a flash event when it is pressed. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold.)
Sprecode	Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the Sprecode key, *82 automatically activates a service provided by the server. Contact your System Administrator for available services.
Park	Indicates the key is configured to park incoming calls when pressed.
Pickup	Indicates the key is configured to pick up parked calls when pressed.
Last Call Return (lcr)	Indicates the key is configured for “last call return” when pressed.
Services (Top Key 1 by Default)	Indicates the key is configured to access the Services Menu. Be default, the Services Menu displays the following options on the phone: Directory Callers List Voicemail Your Administrator can configure XML Services to add to this Services Menu. Contact your System Administrator for more information.

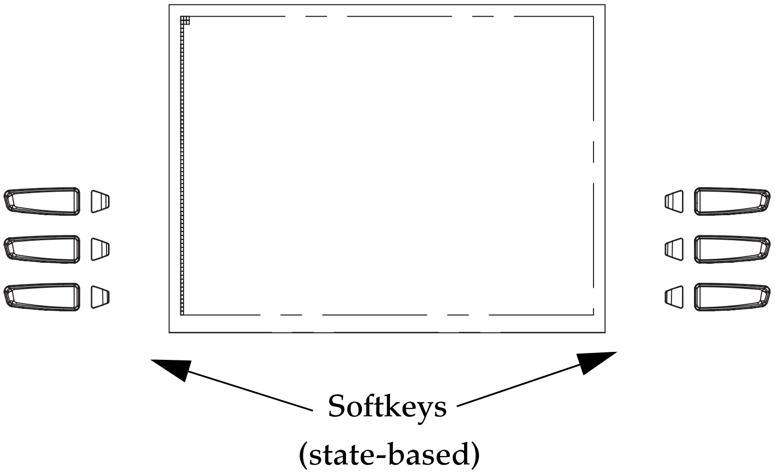
Key Function	Description
Directory (Top Key 2 by Default)	Indicates the key is configured to access the Directory List.
Callers List (Top Key 3 by Default)	Indicates the key is configured to access the Callers List.
Intercom (Top Key 4 by Default)	Indicates the the key is configured to be used for intercom calls.
Phone Lock	Indicates key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.
Empty	Indicates key is configured as an empty key.

Keys can also be set up to quickly to access features such as Call Return (*69) or Voicemail.

➡ **Note:** Quick access features like Call Return and Voicemail must first be configured on your PBX in order to work on your phone. See your System Administrator for more information.

State-Based Softkeys (Bottom Keys only)

On the 55i bottom softkeys, you can configure a specific state to display when a softkey is being used.



The following table describes the states available to configure for the softkeys.

State	Description
idle	The phone is not being used.
connected	The current line is in an active call (or the call is on hold).
incoming	The phone is ringing.
outgoing	The user is dialing a number, or the far-end is ringing.
busy	The current line is busy because the line is in use or the line is set as "Do Not Disturb".

The following table identifies the applicable default states for each softkey type on the IP phone.

Softkey Type	Default States
None	All states disabled.
Line	idle, connected, incoming, outgoing, busy
Speeddial	idle, connected, incoming, outgoing, busy
DND	idle, connected, incoming, outgoing, busy
BLF	idle, connected, incoming, outgoing, busy
BLF List	idle, connected, incoming, outgoing, busy
Auto Call Distribution (ACD)	idle
Directed Call Pickup (DCP) Group Call Pickup (GCP)	idle, connected, incoming, outgoing, busy
XML	idle, connected, incoming, outgoing, busy

Softkey Type	Default States
Flash	All states disabled.
Sprecode	connected
Park	connected
Pickup	idle, outgoing
Last Call Return	idle, connected, incoming, outgoing, busy
Services	idle, connected, incoming, outgoing, busy
Directory	idle, connected, incoming, outgoing, busy
Callers List	idle, connected, incoming, outgoing, busy
Intercom	idle, connected, incoming, outgoing, busy
Phone Lock	All states disabled.

In the Aastra Web UI, the operational states for each softkey display enabled. To disable a state, you uncheck the box for that state.

Key Display Behavior

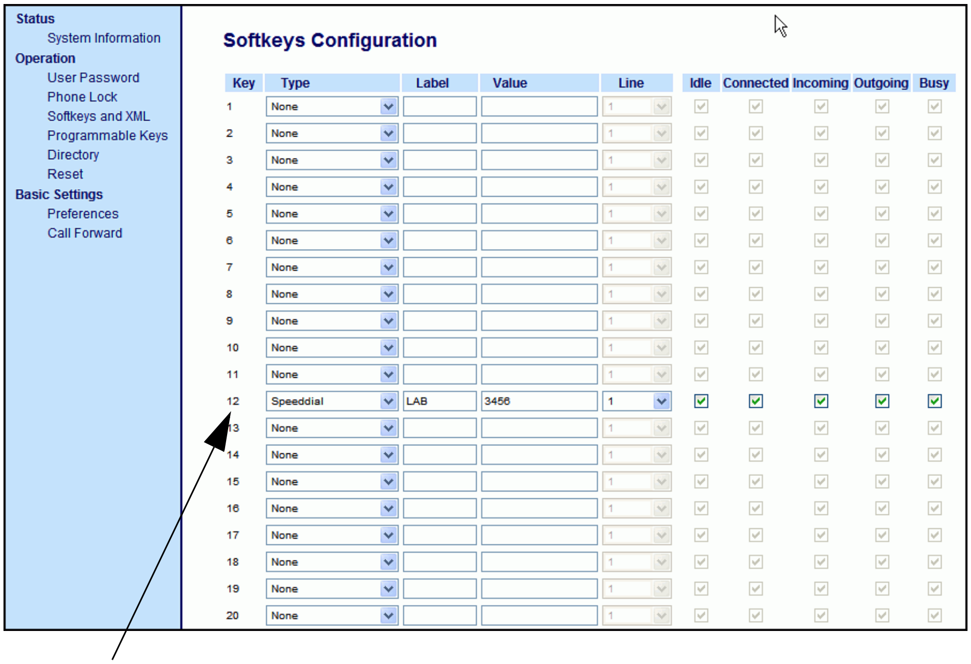
On the 55i IP Phone, you can configure up to 20 functions on the softkeys. If you have no softkeys configured on the IP Phone, and you assign softkey functions to higher number keys in the Aastra Web UI, the key functions automatically appear in the first available position on the LCD display.

For example, if softkeys 1 through 20 are set to "**None**", and you set softkey 12 as the following:

Type: speeddial
Label: LAB
Value: 3456

after saving the settings, the "LAB" label actually appears in position 1 of the LCD . A softkey function of "**none**" does not display on the idle screen at all.

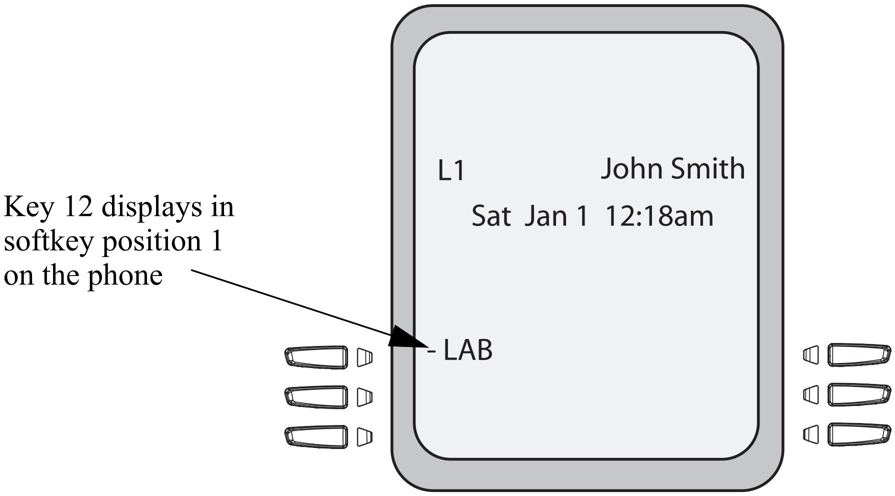
The following illustrations show the configuration of Key 12 and how that key displays on the phone.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	None			1	☑	☑	☑	☑	☑
2	None			1	☑	☑	☑	☑	☑
3	None			1	☑	☑	☑	☑	☑
4	None			1	☑	☑	☑	☑	☑
5	None			1	☑	☑	☑	☑	☑
6	None			1	☑	☑	☑	☑	☑
7	None			1	☑	☑	☑	☑	☑
8	None			1	☑	☑	☑	☑	☑
9	None			1	☑	☑	☑	☑	☑
10	None			1	☑	☑	☑	☑	☑
11	None			1	☑	☑	☑	☑	☑
12	Speeddial	LAB	3456	1	☑	☑	☑	☑	☑
13	None			1	☑	☑	☑	☑	☑
14	None			1	☑	☑	☑	☑	☑
15	None			1	☑	☑	☑	☑	☑
16	None			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Key 12 configured as a speeddial

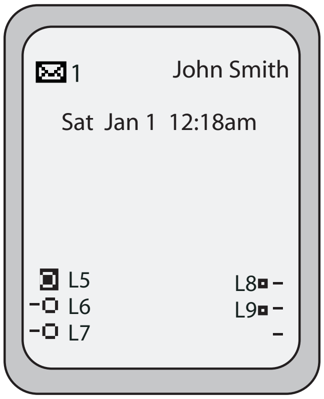

L1
John Smith
Sat Jan 1 12:18am
- LAB

Key 12 displays in softkey position 1 on the phone

Line Key

You can set a programmable key or softkey to act as a line/call appearance key on the 55i. The This key acts as a line that behaves the same as a hard line key (L1, L2, L3, and L4). For more information about the behavior of line keys, see "Multiple Line and Call Appearances" on page 52.

If you configure line keys for the bottom softkeys, the status of the lines/call appearance keys appear on the phone's display as shown in the following image.



Icons next to the softkeys on the phone's display indicate the status for that line or call. The following table provides a description for each icon.

Softkey Line/Call Appearance Lights

Activity	Light	Icon	Definition
Idle	Solid	▪	There is no call activity for the line/call appearance softkey.
Connected	Solid	□	A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing	□	A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing	▣	A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

Depending on how the phone has been configured, the maximum number of total line/call appearances that can be configured is 9 (4 line/call appearance hard keys plus 5 softkeys or programmable keys). If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured.

This means that when all line/call appearances are in use, 1 call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances, and any context dependent softkeys required for the active state, such as the **Drop** softkey in the connected state. Typically, context dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.

Note: In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent softkeys. In this case, instead of the **Previous** and **Next** softkeys, up or down icons, ▼ ▲ appear on the display. By using the ▼ ▲ navigation keys, you can access the same functionality as the `Previous` and `Next` softkeys.

You use the Aastra Web UI to set a programmable key or softkey as a line.

Setting a Line Key

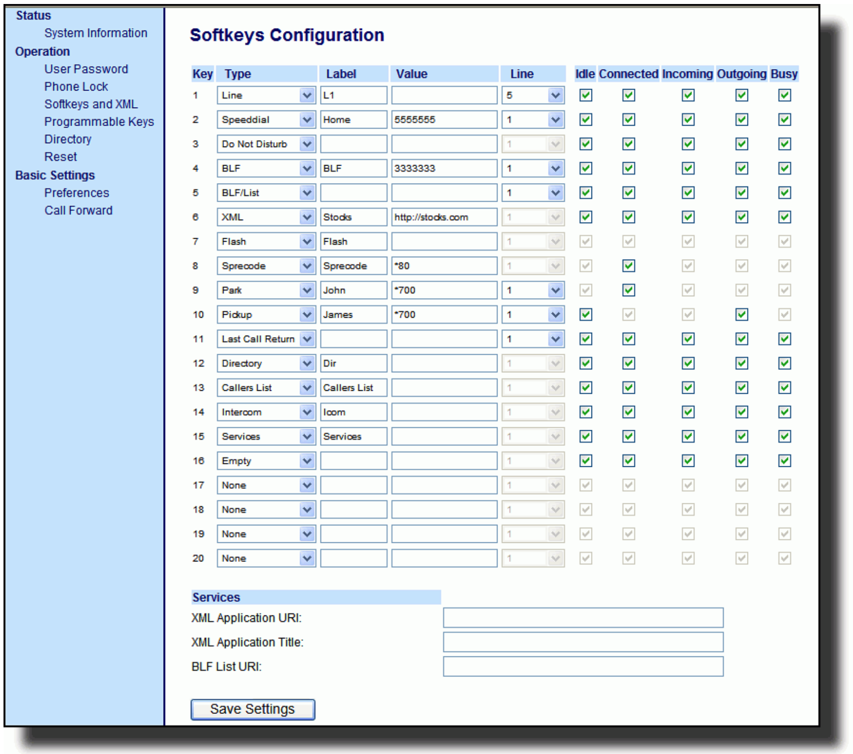
You can set a key as an additional line on the 55i. The key acts as a line that behaves the same as a hard line key. For more information about the behavior of line keys, see "Multiple Line and Call Appearances" on page 52.

You use the Aastra Web UI to set a key as a line.

Aastra Web UI

Use the following procedure to set a key to function as a line. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>.**


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	✓	✓	✓	✓	✓
8	Sprecode	Sprecode	*80	1	✓	☑	✓	✓	✓
9	Park	John	*700	1	✓	☑	✓	✓	✓
10	Pickup	James	*700	1	☑	✓	✓	☑	✓
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

Services

XML Application URI:

XML Application Title:

BLF List URI:

Save Settings

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Line** to apply to the key.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Line**" field, select a line to apply to this key.
   Valid values are 5 through 9.
6. If configuring a softkey, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click Save Settings to save your changes.

Speeddial Key

The normal function of the speeddial option allows you to dial a number quickly by pressing a key configured for speeddialing. You can program the keys on the 55i to speeddial outside numbers, dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

The speeddial function can be set using the IP Phone UI or the Aastra Web UI.

➡ **Note:** You can use a speeddial key while on an active call by placing the active call on hold first, and then pressing the speeddial key.

Speeddial Prefix

The speeddial feature also allows you to specify a preset string of numbers followed by a "+" that the phone dials automatically after pressing the speeddial key. You can use this feature for numbers that contain long prefixes.

For example, if you had the following speeddial configuration in the Aastra Web UI:

Key 1

Type=speeddial
Label=Europe Office
Value=1234567+
Line=2

then, after you press key 1 on the phone, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the keypad on the phone.

You can save up to 30 speeddial numbers on the 55i.

Use the following procedures to set speeddial on the 55i IP phone.

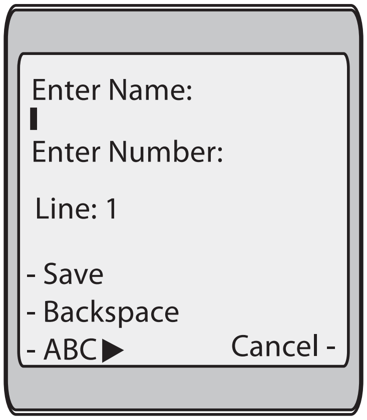
Creating a Speeddial Key Using the Programmable Keys and Softkeys

IP Phone UI

Pressing and holding down a programmable key or softkey on the phone initiates a speeddial feature.

Note: When creating a speeddial key from the IP Phone UI, you must select a programmable key or softkey that has no preassigned function (key must be set to **None** or **Empty**.)

1. Press a programmable key or softkey for 3 seconds.
   The screen displays the following:



Enter Name:
Enter Number:
Line: 1
- Save
- Backspace
- ABC ▶ Cancel -

Note: You can press the "**Cancel**" softkey at anytime during the speeddial programming to cancel and not save the speeddial information.

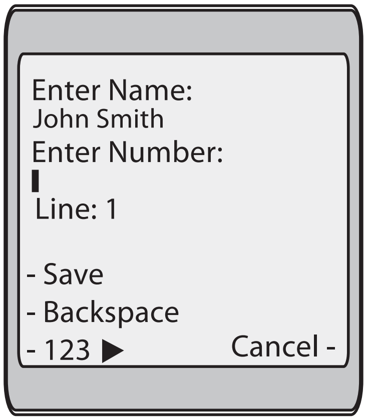
2. In the "**Enter Name:**" field, enter a name to apply to the speeddial key.
   Use the keypad keys to enter the name. Continue to press the keypad keys to access the next letter for that key (i.e. press **2** three times to access **C**). Press ▶ to move to the next space, or wait for the cursor to automatically advance to the next position. To insert a space between letters, press ▶ . To backspace and erase a mistake, press the **Backspace** softkey.

Note: The phone automatically uses an uppercase letter for the first letter of each word and a lowercase letter for all subsequent letters in the word. If necessary, use the "**ABC** 4" softkey to specify uppercase letters or lowercase letters when entering the name.

You can enter up to 16 letters in the "Enter Name:" field.

Press the ▼ key to move to the next field.

3. In the "**Enter Number:**" field, enter a number. for the speeddial key using the keypad keys. You can enter up to 16 numbers in the "Enter Number:" field

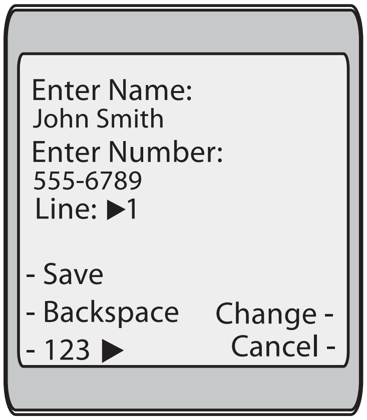


Enter Name:
John Smith
Enter Number:
Line: 1

Note: When in the "**Enter Number**:" field, the phone automatically switches to the numbers softkey.

Press the ▼ key to move to the next field.

4. In the "**Line**:" field, select a line to apply to the speeddial key.



Enter Name:
John Smith
Enter Number:
555-6789
Line: ▶1

This is the line that the phone opens to dial the number after you press the speeddial key. By default, the phone uses Line 1 for the speeddial key. If you want to use a differenct line, press the "**Change**" sofkey, or press the ▶ key to select another line.

5. Press the "**Save**" softkey to save the speeddial information to the speeddial key you selected.

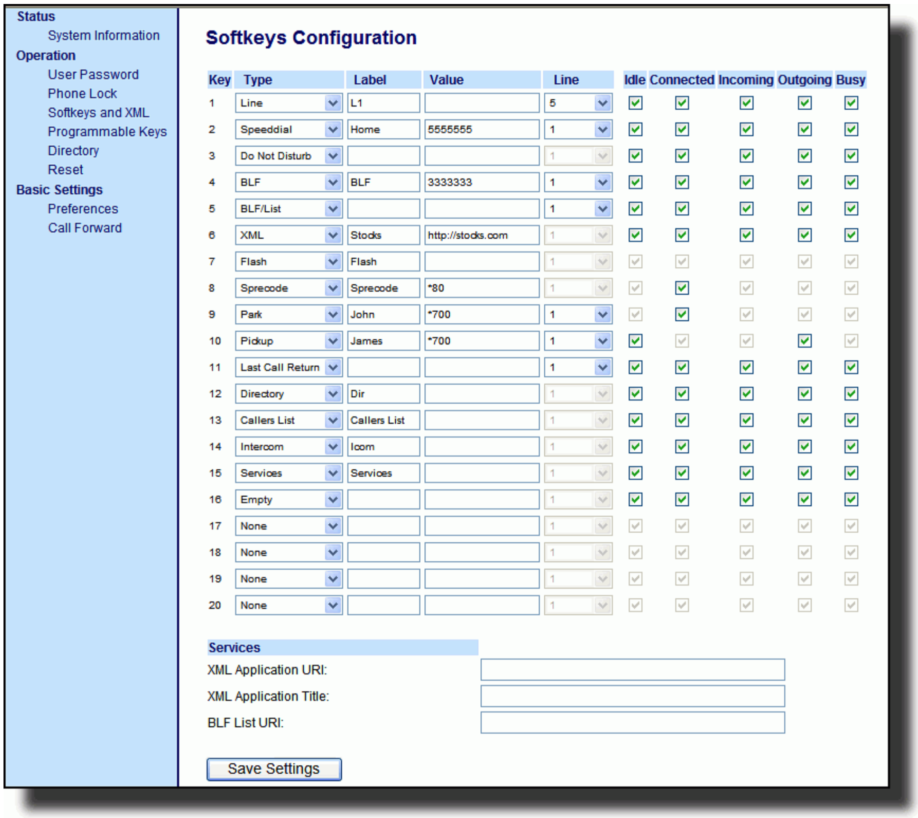
Note: To delete or remove a softkey from the phone, you must access the phone's configuration using the Aastra Web UI and delete the speeddial information.

Creating a Speeddial Key Using the Aastra Web UI

Aastra Web UI

Use the following procedure to set a key to function as a speeddial. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:

XML Application Title:

BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Speeddial** to apply to the key.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Value**" field, enter the phone number, extension, or speeddial prefix to apply to this key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
6. In the "**Line**" field, select a line to apply to this key.
   Valid values are 1 through 9.
7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click Save Settings to save your changes.

"Do not Disturb" (DND) Key

The IP phones have a feature you can enable called "Do not Disturb (DND). The DND function allows you to turn "do not disturb" ON and OFF.

Note: You can configure DND using the Aastra Web UI only.

If DND is ON, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration server. The second line on the screen of the IP phone shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

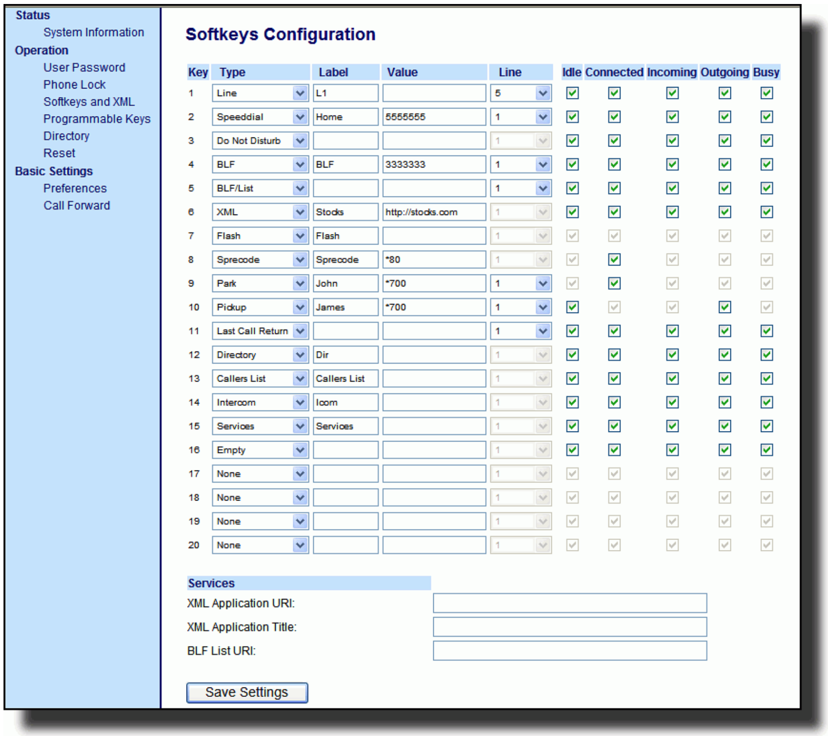
You can set DND on the keys using the Aastra Web UI only. DND is not configurable from the IP phone UI.

Setting a "Do Not Disturb" Key

Aastra Web UI

Use the following procedure to set a key to function as "Do Not Distrub". The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Do Not Disturb** to apply to the key.
4. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
5. Click Save Settings to save your changes.

Busy Lamp Field (BLF) Key

You can set a key to Busy Lamp Field (BLF).

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

➡ **Note:** The BLF setting is applicable to the Asterisk server only.

Example

A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy indicator on the Supervisor's phone shows that the worker's phone is in use and busy.

On the 55i, the busy and idle indicators show on the IP phone screen display next to the key programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF key. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

➡ **Note:** You can also use a BLF configured key to dial out. Contact your System Administrator for more information

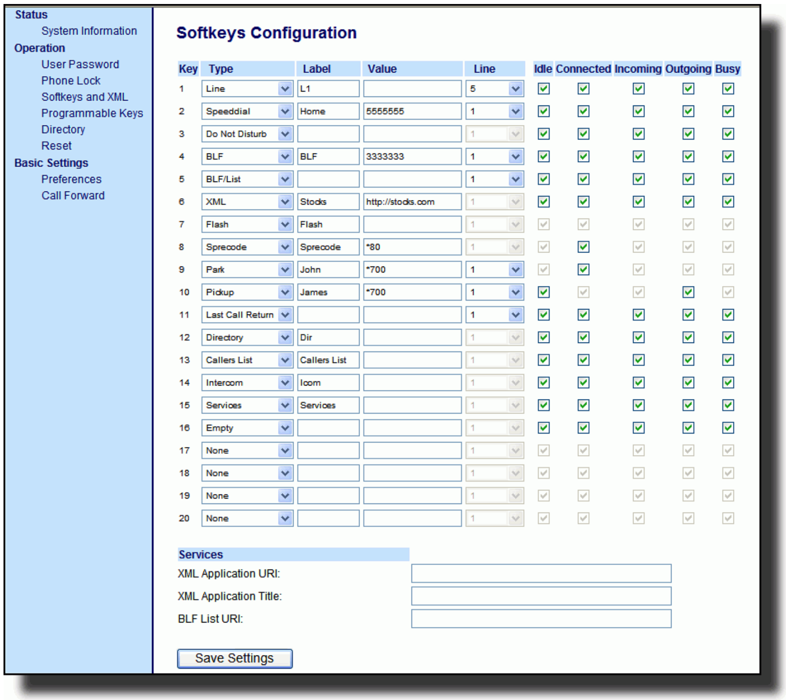
---

Setting a BLF Key

Aastra Web UI

Use the following procedure to set a key to function as "BLF". The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.



Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	✓	✓	✓	✓	✓
8	Sprecode	Sprecode	*80	1	✓	☑	✓	✓	✓
9	Park	John	*700	1	✓	☑	✓	✓	✓
10	Pickup	James	*700	1	☑	✓	✓	☑	✓
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

Services

XML Application URI:
XML Application Title:
BLF List URI:

Save Settings

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **BLF** to apply to the key.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Value**" field, enter the phone number or extension you want to monitor.
6. In the "**Line**" field, select a line for which to apply this key.
   Valid values are 1 through 9.
7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click Save Settings to save your changes.

BLF List Key

(For use with the BroadSoft Broadworks Rel 13 or higher platform only).

The BLF\List feature on the IP phones is specifically designed to support the BroadSoft Broadworks Rel 13 Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.

Note: Your System Administrator must have BLF List enabled on the BroadWorks Server. Contact your System Administrator for more information.

In addition to monitoring the idle and busy state, the BLF\List feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

Note: You can use a BLF\List configured key to dial out.

Example

A receptionist has a 55i running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. On the 55i, the key LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.

Note: The Broadworks BLF feature is not the same as the Broadworks Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

Setting a BLF List Key

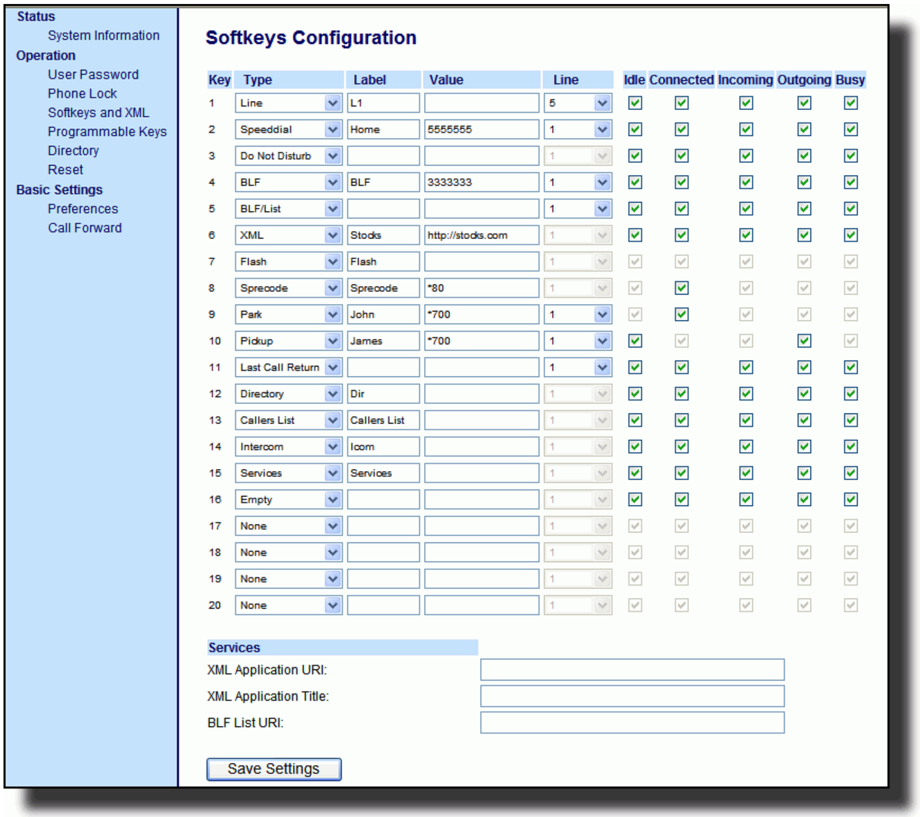
The BLF List function can be configured on the 55i using the Aastra Web UI only.

If you set a key to use BLF/List, you must also enter a **BLF List URI** at **Operation->Softkeys and XML->Services**. The BLF List URI is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my480i-blf-list@as.broadworks.com. The value of the BLF\List URI parameter must match the list name configured. Otherwise, no values display on the 55i screen and the feature is disabled.

Aastra Web UI

Use the following procedure to set a key to function as "BLF List". The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**..


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".

3. In the "**Type**" field, select "**BLF\List**" (BroadSoft BroadWorks).

Note: The "Label" and "Value" field are not required. The BroadWorks BLF List name is configured in the "BLF List URI" field instead.

---

4. In the "**Line**" field, select a line number that is actively registered to the appropriate SIP proxy you are using.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. In the "**BLF List URI**" field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my55i-blf-list@as.broadworks.com.

Note: Contact your System Administrator for the BLF List URI.

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7. Click Save Settings to save your changes.

Automatic Call Distribution (ACD) Key (for Sylantro Servers)

The 55i and any attached Expansion Modules support Automatic Call Distribution (ACD) for Sylantro servers. The ACD feature allows the Sylantro server to distribute calls from a queue to registered IP phone users (agents).

To use the ACD feature on an IP phone, you must first configure an ACD programmable key or Expansion Module softkey. When you want to subscribe to a queue (in order to receive incoming calls), you press the ACD key and the IP phone UI prompts you to specify the following information:

User ID: the phone number(s) used to login into the queue.

Password: the password used to login to the queue.

Available/unavailable: Shows the current status of the IP phone. Specifies if the IP phone user is available/unavailable to receive a call from the queue.

➡ **Note:** Your System Administrator must provide you with your User ID and Password to access the applicable phone queue.

After creating an ACD key, you are ready to receive calls from a queue on the server. You must press the ACD key and then log in by entering your User ID and Password. An "Available" softkey displays allowing you to make your phone available to accept these calls.

When you are on an active call, or you miss a call, the server automatically changes the phone's status to unavailable. The server updates it's database with this new information and no longer distributes calls to the phone. The phone remains in this "unavailable" state until:

- you make yourself "available" again by pressing the "Available" softkey.
- an ACD timer expires (set by your System Admibnistrator).

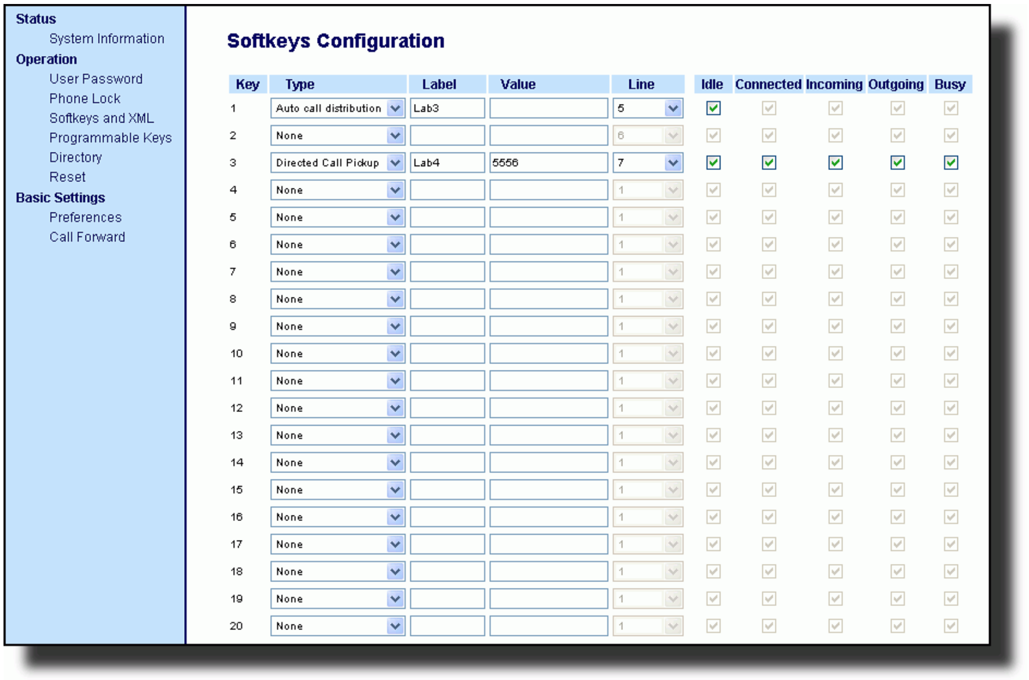
You can also choose to manually change the phone status to unavailable by pressing the "Unavailable" softkey on the phone.

➡ **Note:** It is recommended you configure no more than a single ACD softkey, programmable key, or Expansion Module key per IP phone.

Aastra Web UI

Use the following procedure to configure ACD on the 55i IP Phone. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Auto call distribution	Lab3		5	☑	☑	☑	☑	☑
2	None			6	☑	☑	☑	☑	☑
3	Directed Call Pickup	Lab4	5556	7	☑	☑	☑	☑	☑
4	None			1	☑	☑	☑	☑	☑
5	None			1	☑	☑	☑	☑	☑
6	None			1	☑	☑	☑	☑	☑
7	None			1	☑	☑	☑	☑	☑
8	None			1	☑	☑	☑	☑	☑
9	None			1	☑	☑	☑	☑	☑
10	None			1	☑	☑	☑	☑	☑
11	None			1	☑	☑	☑	☑	☑
12	None			1	☑	☑	☑	☑	☑
13	None			1	☑	☑	☑	☑	☑
14	None			1	☑	☑	☑	☑	☑
15	None			1	☑	☑	☑	☑	☑
16	None			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select "**Auto call distribution**".
4. In the "**Label**" field, enter a label to apply to this ACD key.

Note: The "Value" field is not required.

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5. In the "**Line**" field, select a line to apply Automatic call distribution. Valid values are **1** through **9**.

Note: It is recommended you configure no more than a single ACD programmable key or Expansion Module key per IP phone.

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6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the idle state for this softkey.
7. Click Save Settings to save your changes.

Using the ACD Feature on your IP Phone

The ACD feature allows you to login to a phone queue in order to receive distributed calls on your IP phone. To login to a phone queue, you must preconfigure an ACD programmable key on your IP Phone as described in the previous procedure.

Your Administrator sets up the queue that you access when you press the ACD Key. Contact your System Administrator for more information.

When you press the ACD Key, the phone prompts you to enter a User ID and Password to login into the queue. Once logged in, you can make your phone “available” or “unavailable” to take calls by pressing the Available/Unavailable Key (▼). The server monitors your IP phone status. When you set the IP phone to “available,” the server begins distributing calls to your phone. When you set the IP phone to “unavailable,” the server temporarily stops distributing calls to your phone.

The LED for the ACD Key shows the current status of your phone.

ACD LED Table

This LED changes when you log into the phone queue and are available to take calls. The LED changes again when you are busy with an active call. The table below shows the status of the LED as they may appear on your IP phone.

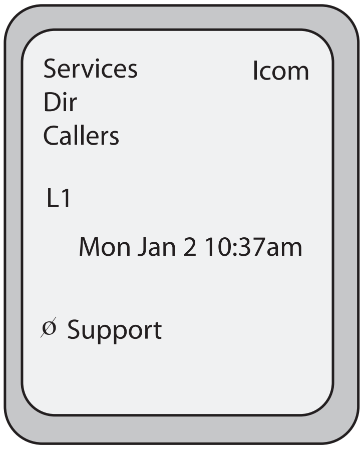
Phone Model	Status: Logged In and Available	Status: Unavailable	Logged Out
55i	Solid Red LED √ icon	Blinking Red LED Blinking √ icon	No LED Ø icon

Using the ACD Key

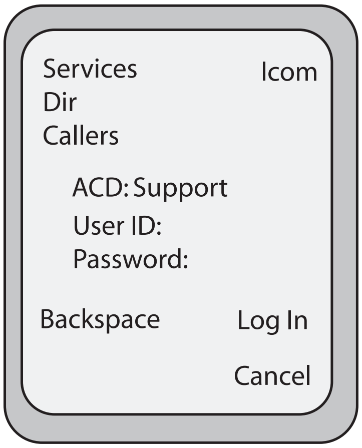
Use the following procedure to log into a phone queue from your IP phone.

IP Phone UI

1. Check with your Administrator to verify the queue linked to your ACD Key.
2. Press the **ACD** Key on your IP phone. The LCD displays the label of the ACD queue you are accessing..


Services
Icom
Dir
Callers
L1
Mon Jan 2 10:37am
Ø Support

The "*User ID*" and "*Password*" prompts displays.

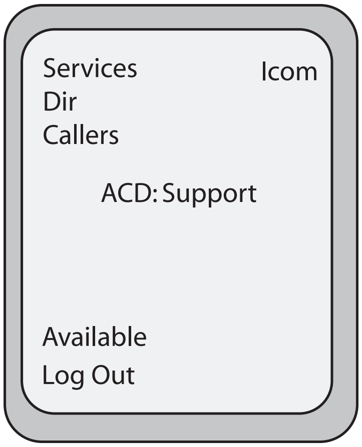

Services
Icom
Dir
Callers
ACD: Support
User ID:
Password:
Backspace
Log In
Cancel

3. Using the keypad, enter your User ID (phone number provided by your System Administrator).
4. Using the keypad, enter your Password (provided by your System Administrator) and press the **Log In** Key.

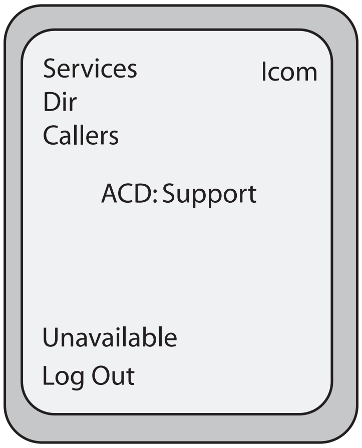
➡ **Note:** Use the **Backspace** sofkey to move back a space and delete a character if required. Use the **Cancel** softkey to cancel the ACD login.

Your phone logs into the queue on the server.

5. You are logged into the queue and the following screen displays.



6. To allow your phone to be available in the queue, press the **Available** softkey. The following screen displays.



   If your IP phone status is set to "**Available**" then the server begins to distribute phone calls from this queue to your IP phone. You must manually change the state to "**Available**" in order to start receiving calls.

7. To temporarily stop receiving calls, press the press the **Unavailable** softkey.

   If you are on a call (or miss a call that has been distributed to your phone), your phone status automatically changes to "**Unavailable**". Your phone remains in the "**Unavailable**" state until one of the following occurs:

   - You use the IP Phone UI to manually switch the IP phone state back to "Available"
     or

   - The availability "timer" for your IP phone expires. This only occurs if your Administrator has configured an auto-availability timer on your IP phone. Contact your System Administrator for more information.

8. To logout of the queue, press the **Log Out** softkey. The server no longer distributes phone calls to your IP phone.

Directed Call Pickup/Group Call Pickup Keys (for Sylantro Servers)

Aastra IP phones support the Directed Call Pickup (DCP) and Group Call Pickup (GCP) features.

The DCP/GCP feature allows you to intercept - or pickup - a call on a monitored extension. You can configure this feature using the Aastra Web UI to create a DCP or GCP softkey on the IP phone. When you configure a DCP softkey, you specify the extension that you want to monitor. Then, when the monitored extension receives a call, you press the DCP softkey to pick up the call. If the monitored extension receives multiple incoming calls simultaneously, the IP Phone UI displays a list of incoming calls. You select a call from this list, and are connected to the call.

When you configure a GCP softkey, you specify the ring group (for example, extensions 2200 - 2210) that you want to monitor for incoming calls. When an incoming call is received on any of these extensions, the Operator presses the GCP softkey and is connected to the call. If multiple incoming calls are received simultaneously, the Operator press the GCP softkey, selects an extension from a list, and presses the **Pickup** softkey to answer the call.

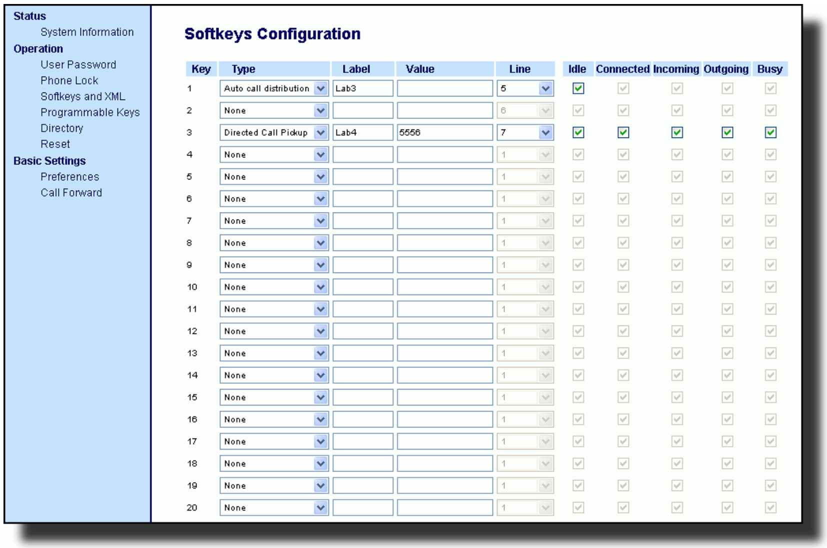
➡ **Note:** Your System Administrator must configure the extension range for the Group Call Pickup feature. Contact your System Administrator for more information.

Configuring Directed Call Pickup (DCP) Key(for Sylantro Servers)

Aastra Web UI

Use the following procedure to configure Directed Call Pickup on the 55i IP Phone. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.



Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Auto call distribution	Lab3		5	☑	☑	☑	☑	☑
2	None			6	☑	☑	☑	☑	☑
3	Directed Call Pickup	Lab4	5556	7	☑	☑	☑	☑	☑
4	None			1	☑	☑	☑	☑	☑
5	None			1	☑	☑	☑	☑	☑
6	None			1	☑	☑	☑	☑	☑
7	None			1	☑	☑	☑	☑	☑
8	None			1	☑	☑	☑	☑	☑
9	None			1	☑	☑	☑	☑	☑
10	None			1	☑	☑	☑	☑	☑
11	None			1	☑	☑	☑	☑	☑
12	None			1	☑	☑	☑	☑	☑
13	None			1	☑	☑	☑	☑	☑
14	None			1	☑	☑	☑	☑	☑
15	None			1	☑	☑	☑	☑	☑
16	None			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

2. For softkeys, select from **"Key 1"** through **"Key 20"**.
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Directed Call Pickup**.
4. In the "**Label**" field, enter a label to apply to this Directed Call Pickup key.
5. In the "**Value**" field, specify the extension you want to intercept when you press this softkey. For example: **2200**.
6. In the "**Line**" field, select the line for which to apply the Directed Call Pickup configuration. Valid values are **1** through **9**.
7. Click Save Settings to save your changes.

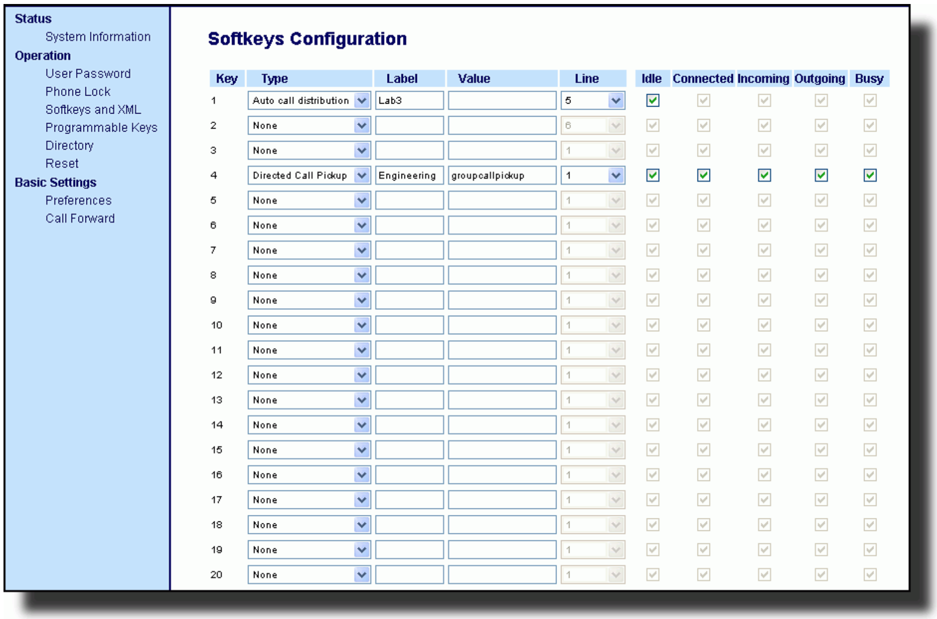
Configuring Group Call Pickup (GCP) Key (for Sylantro Servers)

Aastra Web UI

Use the following procedure to configure Group Call Pickup on the 55i IP Phone. The procedure shows the softkey screens as an example.

Note: A ring group must be configured on the Sylantro Server in order for a GCP softkey to function.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.



Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Auto call distribution	Lab3		5	☑	☑	☑	☑	☑
2	None			6	☑	☑	☑	☑	☑
3	None			1	☑	☑	☑	☑	☑
4	Directed Call Pickup	Engineering	groupcallpickup	1	☑	☑	☑	☑	☑
5	None			1	☑	☑	☑	☑	☑
6	None			1	☑	☑	☑	☑	☑
7	None			1	☑	☑	☑	☑	☑
8	None			1	☑	☑	☑	☑	☑
9	None			1	☑	☑	☑	☑	☑
10	None			1	☑	☑	☑	☑	☑
11	None			1	☑	☑	☑	☑	☑
12	None			1	☑	☑	☑	☑	☑
13	None			1	☑	☑	☑	☑	☑
14	None			1	☑	☑	☑	☑	☑
15	None			1	☑	☑	☑	☑	☑
16	None			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

2. For softkeys, select from **"Key 1"** through **"Key 20"**.
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Directed Call Pickup**.

4. In the "**Label**" field, enter a label to apply to this Group Call Pickup key.
5. In the "**Value**" field, enter **groupcallpickup**.
6. In the "**Line**" field, select the line for which to apply the Group Call Pickup configuration. Valid value are **1** through **9**.
7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click Save Settings to save your changes.

Using Directed Call Pickup/Group Call Pickup

Use the following procedure for the DCP/GCP feature on your phone.

IP Phone UI

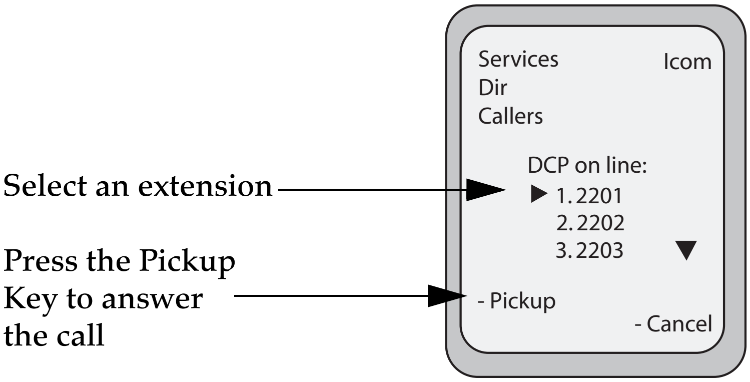
Note: Before using the DCP/GCP feature on your phone, you must first configure the DCP or GCP Key. You must identify the extension(s) or phone number(s) you want to monitor when configuring the key. See the previous procedures to configure a DCP or GCP Key.

Using Directed Call Pickup (DCP)

1. When the monitored extension receives a call, press the **DCP** Key to pick up the call.
   If the monitored extension receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Use the ▲ and ▼ keys to scroll through the list to select an extension.
3. Press the **Pickup** Key for the extension you select.
   The call is answered.

Using Group Call Pickup (GCP)

1. If any of the monitored group of extensions receives a call, press the **GCP** Key.
   The call is answered.
   If the monitored group of extensions receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Use the ▲ and ▼ keys to scroll through the list to select an extension.
3. Press the **Pickup** Key for the extension you select.
   The call is answered.



Select an extension

Press the Pickup Key to answer the call

XML Key

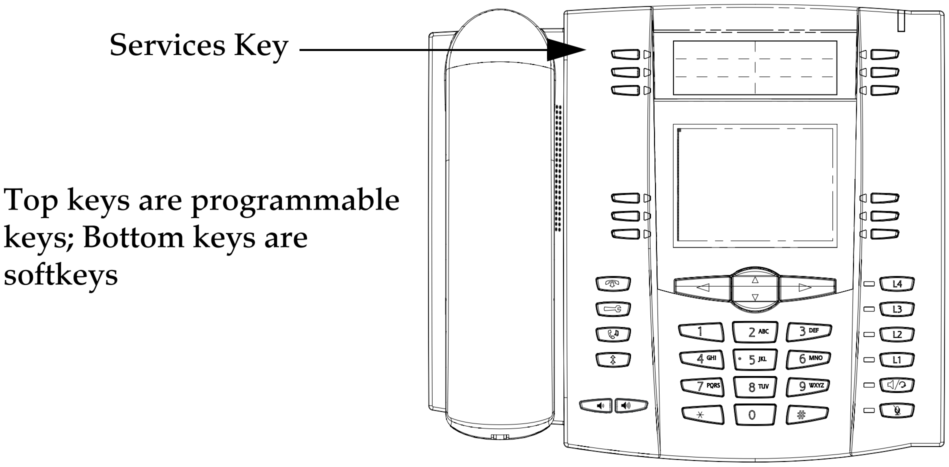
The 55i IP phone has a feature you can enable called "**XML**" (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts. You can configure XML using the Aastra Web UI only.

Note: The XML services must be set up by your System Administrator before you can use the key. Contact your System Administrator for more information.

On the 55i IP phone, you can access the XML applications from the IP Phone UI in two ways:

- Via the "**Services**" menu
- Via an XML key

By default, the Services key is the first key on the top, left keys.



Using the Aastra Web UI, you can configure a key to access XML applications. Under **Operations->Softkeys and XML** or **Operations->Programmable Keys**, you can assign a key the type "**XML**".

You must also specify an XML URI and a Services label using the following XML fields:

- **XML Application URI**
- **XML Application Title**

The XML Application URI is the URI loaded by your phone. The phone performs an HTTP GET. Contact your System Administrator for the applicable XML URI to enter in the "XML Application URI" field.

The XML Application Title is the label that displays beside the XML softkey on your phone. If you use the Services key to access the XML features, the "XML Application Title" is the label that displays on the Services Menu in the IP Phone UI.

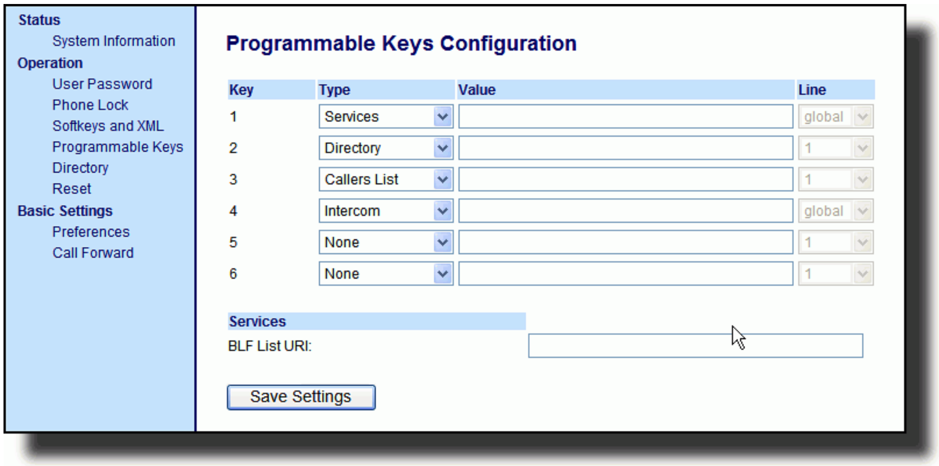
Note: Contact your System Administrator for the applicable URI to enter in this field.

After the XML application is applied, you can use the IP Phone UI to press the Services key and access the XML services.

Setting XML Services

Aastra Web UI

1. Click on **Operation->Programmable Keys**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Programmable Keys Configuration

Key	Type	Value	Line
1	Services		global
2	Directory		1
3	Callers List		1
4	Intercom		global
5	None		1
6	None		1

Services

BLF List URI:

2. Select "**Key 1**" (Services).
3. In the "**Type**" field, select "**Services**".

Note: "Services" is the default for Key 1.

4. Click on **Operation->Softkeys and XML->Services**.
5. In the "**XML Application URI**" field, enter the applicable URI(s).

Note: Contact your System Administrator for the appropriate value(s) to enter in the "XML Application URI" field.

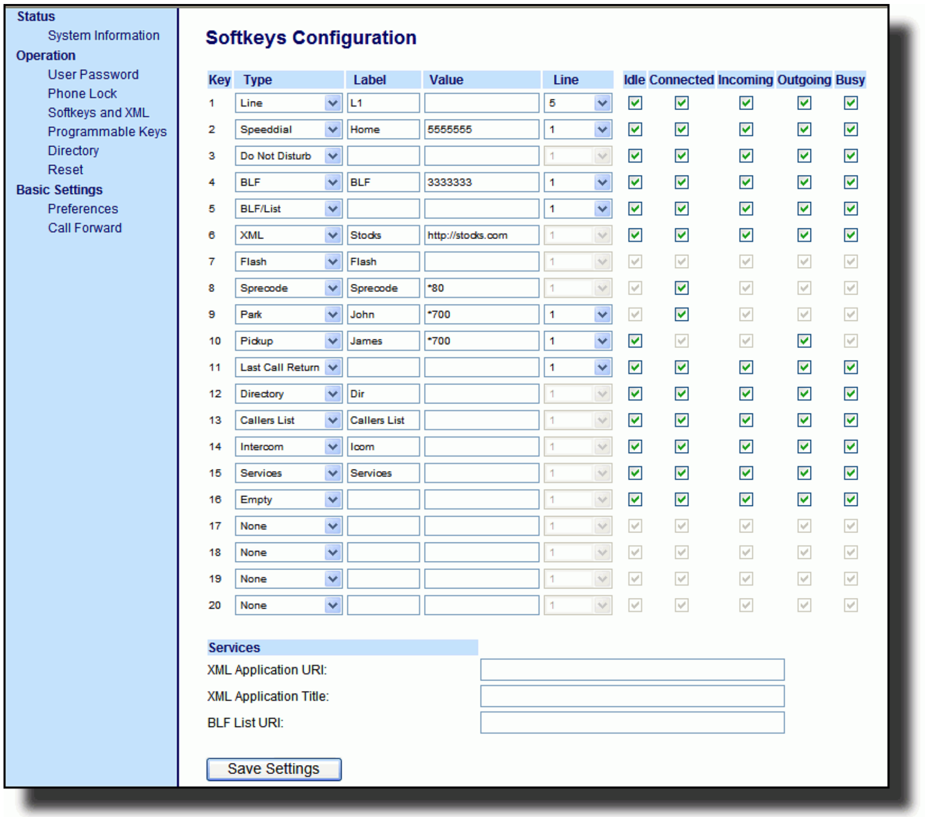
6. In the "**XML Application Title**" field, enter the title of the service. This title appears in the Services Menu after pressing the **Services** key. If multiple XML applications are specified in the **XML Application URI** field, a list of applications displays after pressing the **Services** key.
7. Click Save Settings to save your changes.

Setting an XML Key

Aastra Web UI

Use the following procedure to configure an XML key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	✓	✓	✓	✓	✓
8	Sprecode	Sprecode	*80	1	✓	☑	✓	✓	✓
9	Park	John	*700	1	✓	☑	✓	✓	✓
10	Pickup	James	*700	1	☑	✓	✓	☑	✓
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select "**XML**".
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Value**" field, enter a URI(s) to apply to this key.

Note: Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.

---

6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click on **Operation->Softkeys and XML->Services**.

8. In the "**XML Application URI**" field, enter the applicable URI(s).

Note: Contact your System Administrator for the appropriate value(s) to enter in the "XML Application URI" field.

---

9. In the "**XML Application Title**" field, enter the title of the service. This title appears on the phone's LCD after pressing the **XML** key. If multiple XML applications are specified in the **XML Application URI** field, a list of applications displays after pressing the XML key.

10. Click Save Settings to save your changes.

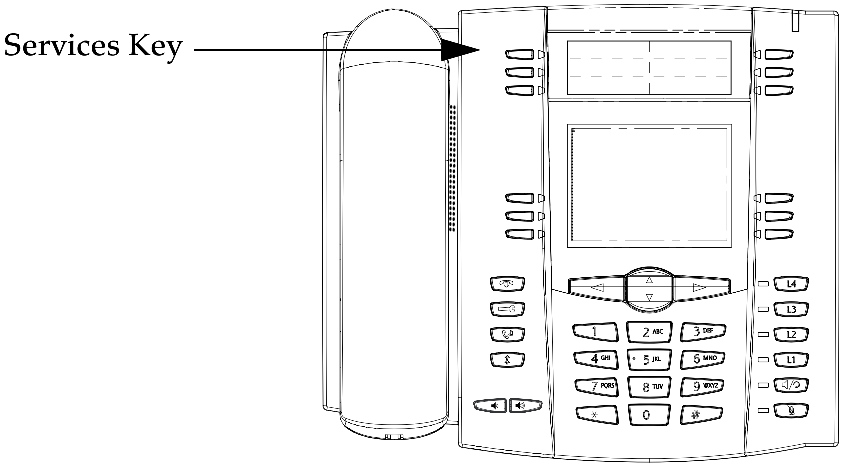
Accessing the XML Service

After an XML application(s) has been saved to your IP phone, and either the Services Menu or a key have been configured to access the XML applications, the customized service is ready for you to use.

IP Phone UI

From the Services Menu

Use the following procedure to access XML applications from the Services Menu. Use the following illustration as a reference.



1. Press the **Services** key.

2. Use the ▲ and ▼ to scroll through the items.

3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the softkey or programmable key. For user input services, follow the prompts as appropriate.

4. To exit from the "**Services**" menu, press the Services key again.

From an XML Key

1. Press the XML key on the 55i phone. A "**Custom Features**" screen displays or the title you specified.
2. Use the ▲ and ▼ to scroll through the customized features.
3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the programmable key. For user input services, follow the prompts as appropriate.
4. To exit from the "**Customized Features**" screen, press the XML key again.

Flash Key

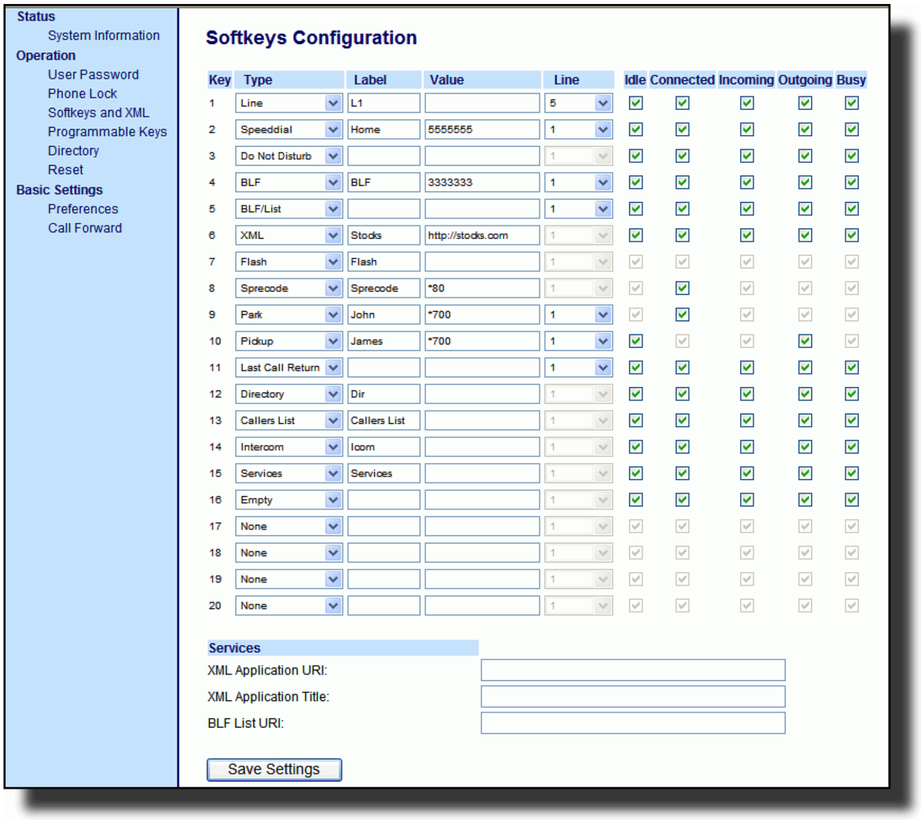
You can set a key to generate a flash event when it is pressed on the 55i or 55i handset. You do this by setting the key to "**flash**". The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Setting a Flash Key

Aastra Web UI

Use the following procedure to configure a Flash key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	✓	✓	✓	✓	✓
8	Sprecode	Sprecode	*80	1	✓	☑	✓	✓	✓
9	Park	John	*700	1	✓	☑	✓	✓	✓
10	Pickup	James	*700	1	☑	✓	✓	☑	✓
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select "**Flash**".
4. In the "**Label**" field, enter a label to display on the phone for the key.
5. Click Save Settings to save your changes.

Sprecode Key

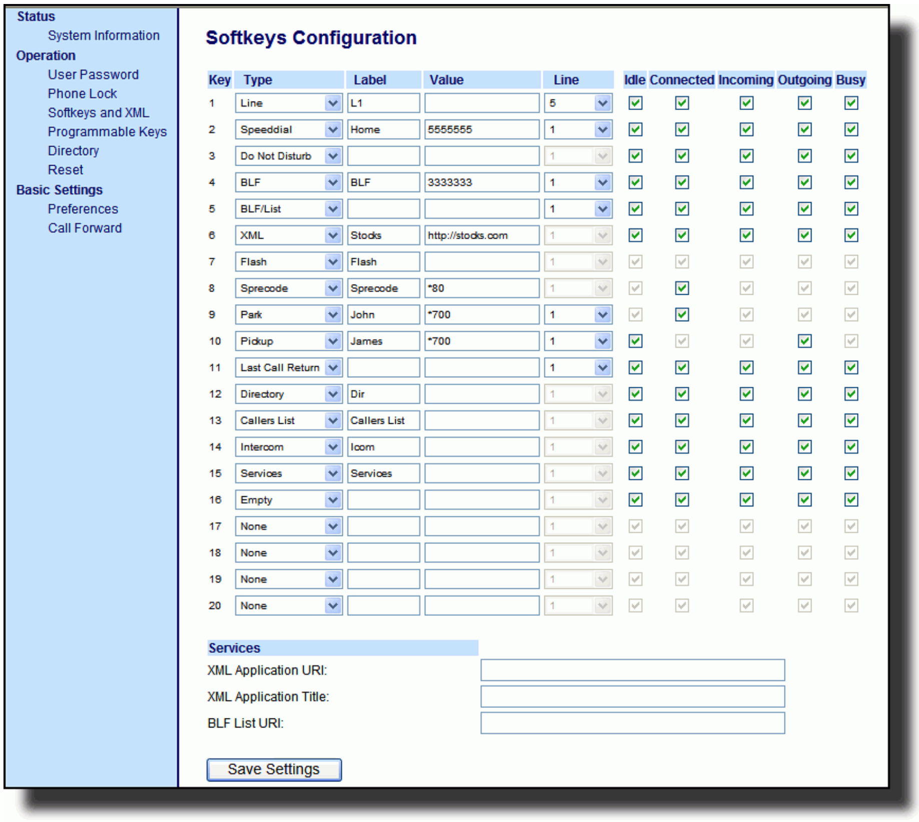
You can set a key to automatically activate specific services offered by the server by setting a key to "**sprecode**". For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value you enter for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

Setting a Sprecode Key

Aastra Web UI

Use the following procedure to configure a Sprecode key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:

XML Application Title:

BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Sprecode**.
4. In the "**Label**" field, enter a label to display on the IP phone for this key.

5. In the "**Value**" field, enter the appropriate value for accessing specific services from the server.

➡ **Note:** For values to enter in this field, contact your System Administrator.

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6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Connected**" state to apply to this softkey.
7. Click Save Settings to save your changes.

Park/Pickup Keys

The IP phone has a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways a user can configure this feature:

- Using a static configuration
- Using a programmable configuration (using keys)

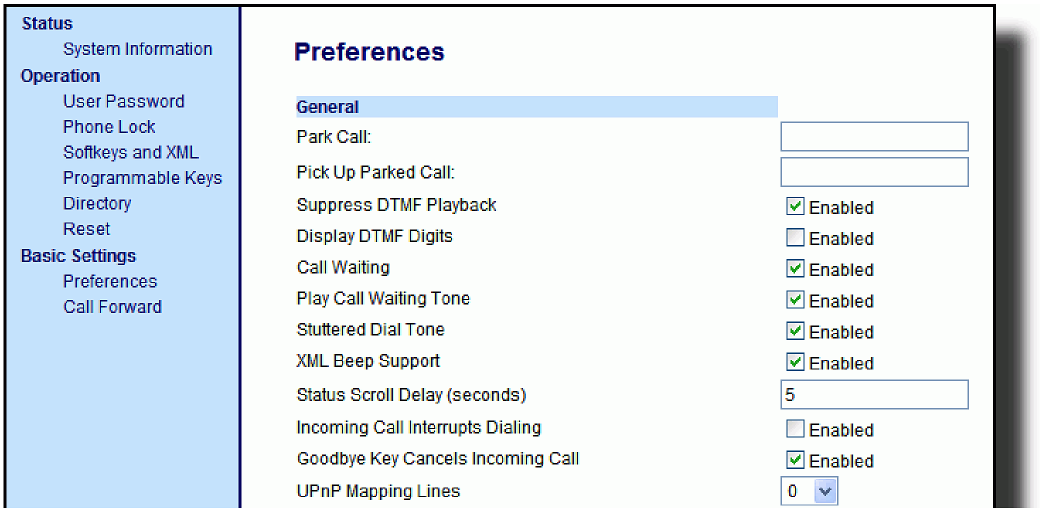
Note: The IP phone accepts both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phone supports the Park/Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ PBX servers.

The following paragraphs describe the park and pickup methods of configuration on the IP phones.

Park/Pickup Static Configuration

You can configure a static configuration for parking and picking up a call using the Aastra Web UI at **Basic Settings-> Preferences**.



Preferences

General

Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0

By entering the appropriate value in the "**Park Call**" and "**Pickup Parked Call**" fields, you tell the phone where to park a live call and where to pickup the parked call.

On the IP phone UI, the static configuration method displays the following:

- When a call comes in, and you pickup the handset, the default label of "**Park**" displays on the Phone UI.
- After pressing the "**Park**" key to park the call, the default label of "**Pickup**" displays on the phone UI.

The values you enter in the Aastra Web UI for the Park/Pickup call feature are dependant on your type of server. The following table provides the values you enter for the "**Park Call**" and "**Pickup Parked Call**" fields in the Aastra Web UI.

Park/Pickup Call Server Configuration Values

Server	Park Values*	Pickup Values*
Asterisk	700	700
Sylantro	*98	*99
BroadWorks	*68	*88
ININ PBX	callpark	pickup

*Leave "value" fields blank to disable the park and pickup feature.

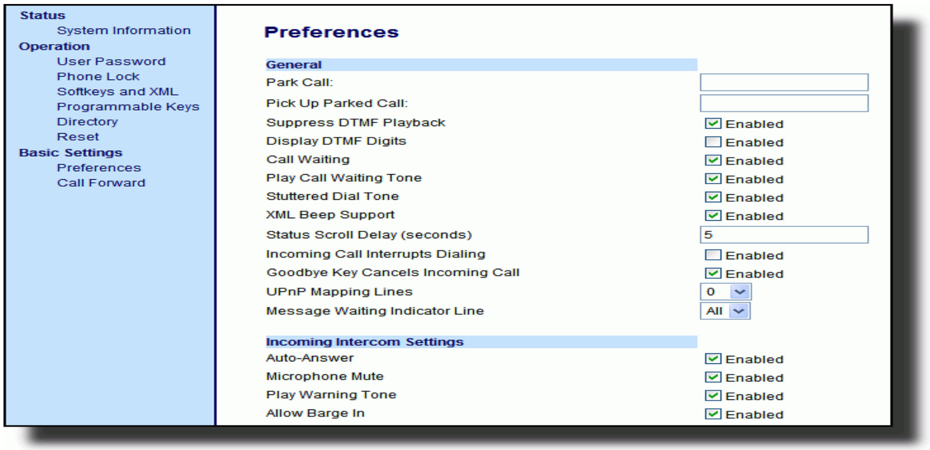
Configuring Park /Pickup using Static Configuration

Use the following procedure to configure the Park/Pickup call feature using the static configuration method.

Note: Aastra recommends you configure either the static or the programmable configuration, but not both.

Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.



Preferences

General

Park Call:

Pick Up Parked Call:

Suppress DTMF Playback ☑ Enabled

Display DTMF Digits ☐ Enabled

Call Waiting ☑ Enabled

Play Call Waiting Tone ☑ Enabled

Stuttered Dial Tone ☑ Enabled

XML Beep Support ☑ Enabled

Status Scroll Delay (seconds) 5

Incoming Call Interrupts Dialing ☐ Enabled

Goodbye Key Cancels Incoming Call ☑ Enabled

UPnP Mapping Lines 0

Message Waiting Indicator Line All

Incoming Intercom Settings

Auto-Answer ☑ Enabled

Microphone Mute ☑ Enabled

Play Warning Tone ☑ Enabled

Allow Barge In ☑ Enabled

2. Enter a server value in the **Park Call** field to which incoming live calls are parked.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 91.

3. Enter a server value in the "**Pickup Parked Call**" field.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 91.

4. Click Save Settings to save your changes.

Park/Pickup Key Configuration

The programmable method of configuration creates park and pickup keys that you can configure on the 55i phone.

You can set a key as "Park" or "Pickup" and then:

- specify a customized label to display on the Phone UI
- specify a value
- specify which line to use
- specify the state of the park and/or pickup keys

On the IP phone UI, the Park/Pickup feature displays the following:

- When a call comes in, and you pickup the handset, the custom label that you configured for the Park key displays on the Phone UI.
- After the call is parked, the label that you configured for the Pickup key displays on other phones in the network. You can then press the "Pickup" key, followed by the applicable value to pickup the call on another phone in your network.

You can configure a Park and Pickup programmable configuration using the Aastra Web UI.

Key Configuration Using the Aastra Web UI

On the 55i, you configure a Park and/or Pickup key at **Operation->Softkeys and XML**. You enter a key label, and value for a specific line on the phone. The default state of the Park configuration is "**connected**". The default state of the Pickup configuration is "**idle, outgoing**".

➡ **Note:** Applicable values depend on the server in your network (Asterisk, BroadWorks, Sylantro, ININ PBX. See the table "Park/Pickup Call Server Configuration Values" on page 91.

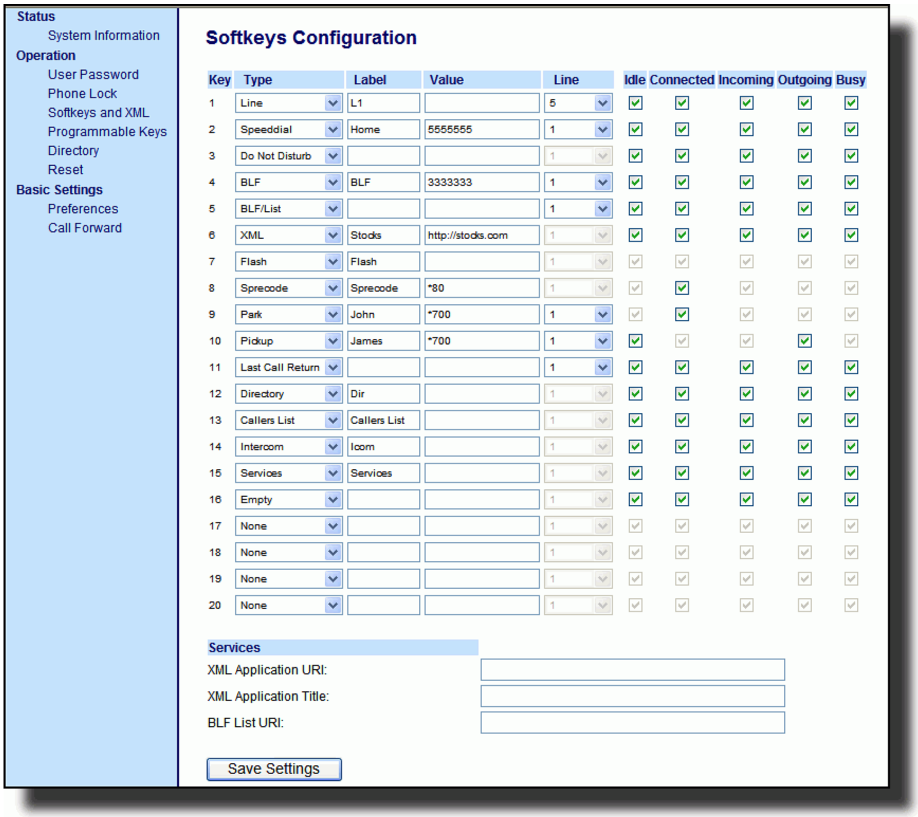
Configuring Park/Pickup using Key Configuration

Use the following procedure to configure the Park/Pickup call feature using the key configuration method.

Aastra Web UI

Use the following procedure to configure a Park/Pickup key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:

XML Application Title:

BLF List URI:

Save Settings

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Park**.
4. In the "**Label**" field, enter a label for the Park key.
5. In the "**Value**" field, enter the appropriate value based on the server in your network.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 91.

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6. In the "**Line**" field, select a line for which to apply the Park configuration.

7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Connected**" state to apply to this softkey.
8. Pick another key (from top or bottom keys) to configure for Picking up a call.
9. In the "**Label**" field, enter a label for the Pickup key.
10. In the "**Value**" field, enter the appropriate value based on the server in your network.

➡ **Note:** For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 91.

---

11. In the "**Line**" field, select a line for which to apply the Pickup configuration.
12. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Idle**" and "**Outgoing**" states to apply to this softkey.
13. Click Save Settings to save your changes.

Using the Park Call/Pickup Parked Call Feature

Use the following procedure on the IP phones to park a call and pick up a parked call.

Park a Call

1. While on a live call, press the "**Park**" key.
2. Perform the following for your specific server:

For Asterisk Server
- Server announces the extension number where the call has been parked. Once the call is parked, press the Goodbye key to complete parking.
For BroadWorks Server
- After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
For Sylantro Server
- Enter the extension number where you want to park the call, followed by "**#**" key.
For ININ Server
- Enter the extension number where you want to park the call, followed by "**#**" key.

If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.

3. If the call fails, you can pick up the call (using the next procedure) and press the "**Park**" key again to retry step 2.

Pickup a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the "**Pickup**" key.

If the call pick up is successful, you are connected with the parked call.

Last Call Return (lcr) Key (Sylantro Servers only)

Using the Aastra Web UI, you can configure the "Last call return" (lcr) function on a key. This feature is for Sylantro servers only.

How it works

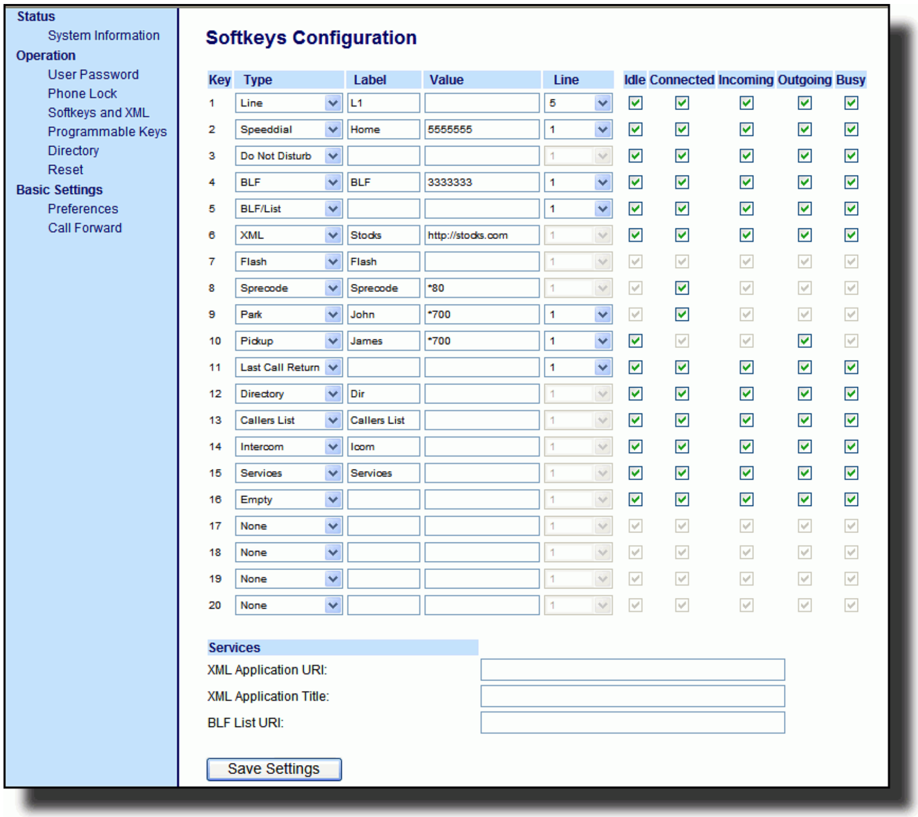
If you configure "lcr" on a key, and a call comes into your phone, after you are finished with the call and hang up, you can press the key configured for “lcr” and the phone dials the last call you received. When you configure an “lcr” key, the label “LCR” displays next to that key on the IP phone. When the Sylantro server detects an “lcr” request, it translates this request and routes the call to the last caller.

Setting a Last Call Return Key

Aastra Web UI

Use the following procedure to configure a Last Call Return key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:

XML Application Title:

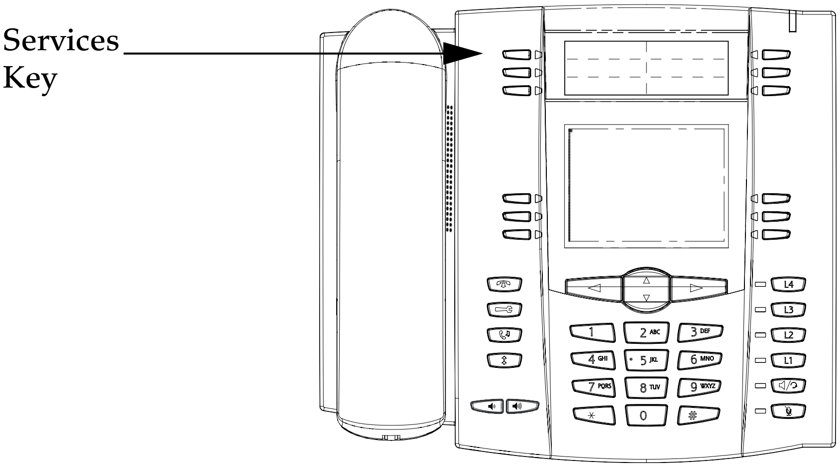
BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".

3. In the "**Type**" field, select **Last Call Return**.
4. In the "**Line**" field, select the line you want to apply to this key.
   Valid values are 1 through 9.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click Save Settings to save your changes.

Services Key

By default, the 55i has a Services key configured on key 1 of the top set of keys. However, you can use any key to configure a "**Services**" key.



The Services key accesses enhanced features and services provided by third parties. Using the "Services" key, you can:

- Select customized (XML) features
- Utilize a Caller List
- Utilize a Directory
- Utilize Voicemail

➡ **Note:** Other than the Services Menu, you can also configure the Caller List and Directory List on separate keys.

The XML customized services are created and provided by your System Administrator through the diverse web based language of XML. Availability of these services depends on your phone system or service provider.

Reference

For more information about XML, Caller List, Directory, and Voicemail, see the following:

- "XML Key" on page 82
- "Callers List" on page 141
- "Directory List" on page 131
- "Voicemail" on page 151

➡ **Note:** Your System Administrator can create a custom Services key for your application. For more information about custom Services, see "Customizable Callers List Key and Services Key" on page 172.

Setting Services Key

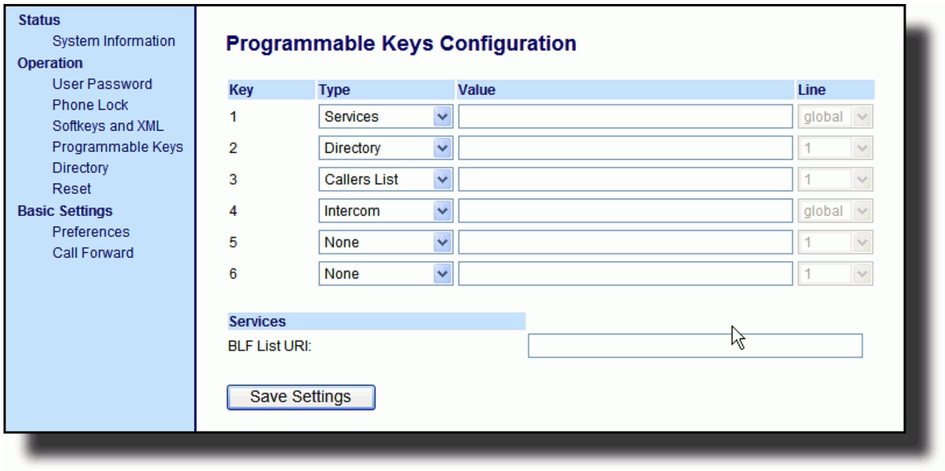
Aastra Web UI

Use the following procedure to configure a Services key on the 55i IP Phone. The procedure shows the programmable key screen as an example.

Note: By default, Key 1 on the top set of programmable keys is configured for Services.

---

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Programmable Keys Configuration

Key	Type	Value	Line
1	Services		global
2	Directory		1
3	Callers List		1
4	Intercom		global
5	None		1
6	None		1

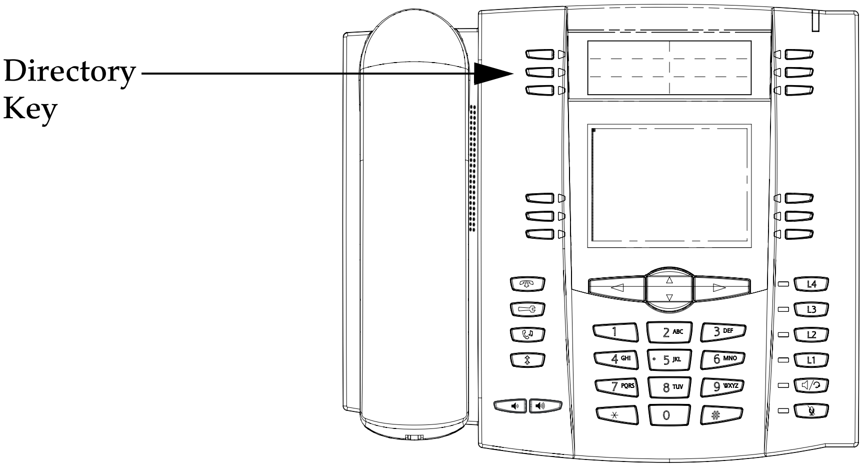
Services

BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Services**.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Line**" field, select the line you want to apply to this key. Valid values are 1 through 9.
6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click Save Settings to save your changes.

Directory Key

By default, the 55i has a Directory key configured on key 2 of the top set of keys. However, using the Aastra Web UI, you can assign the Directory key to any key on the top or bottom keys on the phone..



The "Directory List" feature allows you to store frequently used names and numbers on the phone. You can also dial directly from a directory entry.

You can use the Directory key to access a Directory List which contains a customized list of names with phone numbers and labels.

In addition to creating a Directory key, you can also download a Directory List to your PC if required using the Aastra Web UI.

Reference

For more information about the Directory List, see "Directory List" on page 131.

Setting Directory Key

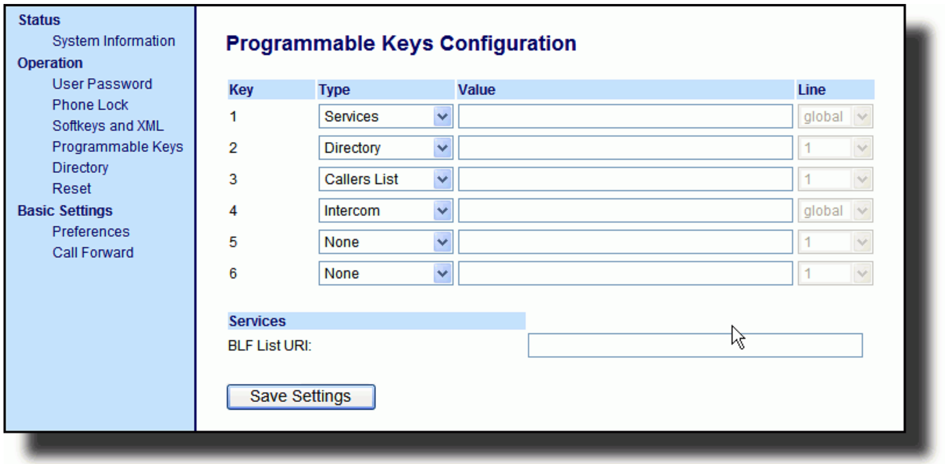
Aastra Web UI

Use the following procedure to configure a Directory key on the 55i IP Phone. The procedure shows the programmable key screen as an example.

Note: By default, Key 2 on the top set of programmable keys is configured for Directory.

---

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Programmable Keys Configuration

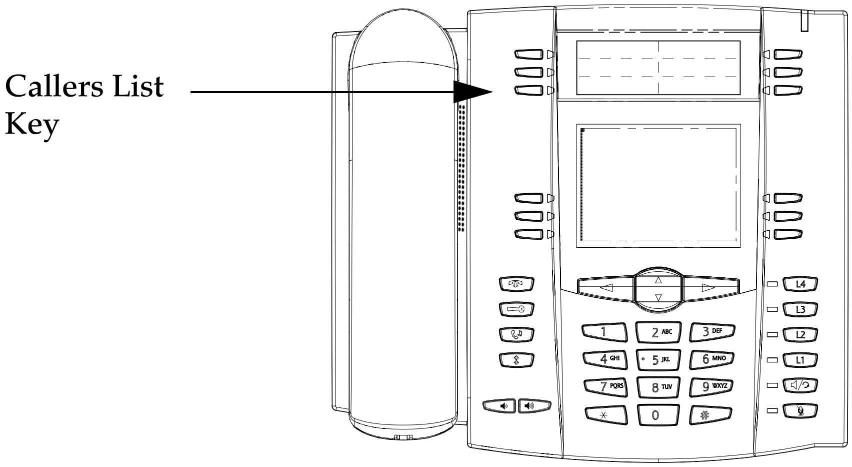
Key	Type	Value	Line
1	Services		global
2	Directory		1
3	Callers List		1
4	Intercom		global
5	None		1
6	None		1

Services
BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Directory**.
4. In the "**Label**" field, enter a label to apply to this key.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click Save Settings to save your changes.

Callers List Key

By default, the 55i has a Callers List key configured on key 3 of the top set of keys. However, using the Aastra Web UI, you can assign the Callers List key to any key on the top or bottom keys on the phone.



The Callers list is a stored log of your incoming calls. You can use the Callers List key to access a list of callers that called your phone.

➡ **Note:** Your System Administrator can create a custom Callers List XML application allowing you to access the Callers List via an XML Key instead of the Callers List Key. This allows you to configure the Callers List Key with other functions if required. Contact your System Administrator for more information.

Reference

For more information about the Callers List, see "Callers List" on page 141.

Setting Callers List Key

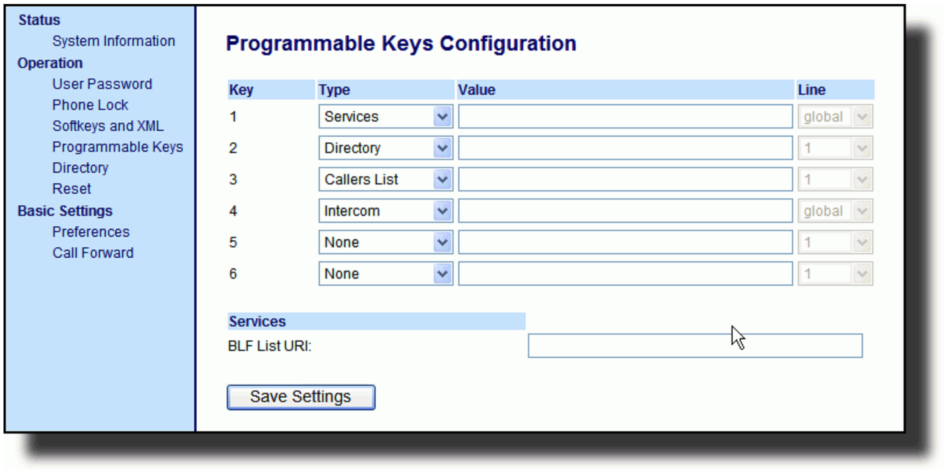
Aastra Web UI

Use the following procedure to configure a Callers List key on the 55i IP Phone. The procedure shows the programmable key screen as an example.

Note: By default, Key 3 on the top set of programmable keys is configured for Callers List.

---

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Programmable Keys Configuration

Key	Type	Value	Line
1	Services		global
2	Directory		1
3	Callers List		1
4	Intercom		global
5	None		1
6	None		1

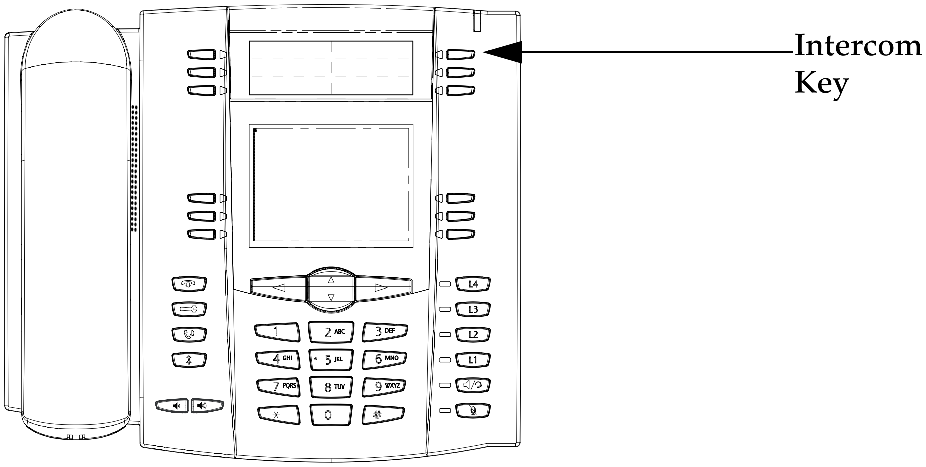
Services

BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Callers List**.
4. In the "**Label**" field, enter a label to apply to this key.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click Save Settings to save your changes.

Intercom Key

By default, the 55i has an Intercom key configured on key 4 of the top set of keys. However, using the Aastra Web UI, you can assign the Intercom key to any key on the top or bottom keys on the phone..


Intercom
Key
L4
L3
L2
L1
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
0

You can use the Intercom key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

Reference

For more information about the Intercom key, see "Using Intercom" on page 115.

Setting an Intercom Key

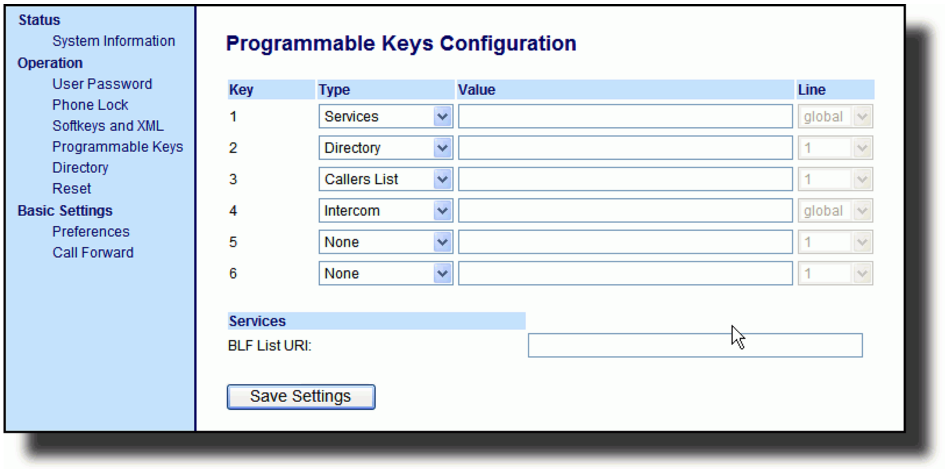
Aastra Web UI

Use the following procedure to configure a Callers List key on the 55i IP Phone. The procedure shows the programmable key screen as an example.

Note: By default, Key 4 on the top set of programmable keys is configured for Intercom.

---

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Programmable Keys Configuration

Key	Type	Value	Line
1	Services		global
2	Directory		1
3	Callers List		1
4	Intercom		global
5	None		1
6	None		1

Services

BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Intercom**.
4. In the "**Label**" field, enter a label to apply to this key.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click Save Settings to save your changes.

None Key

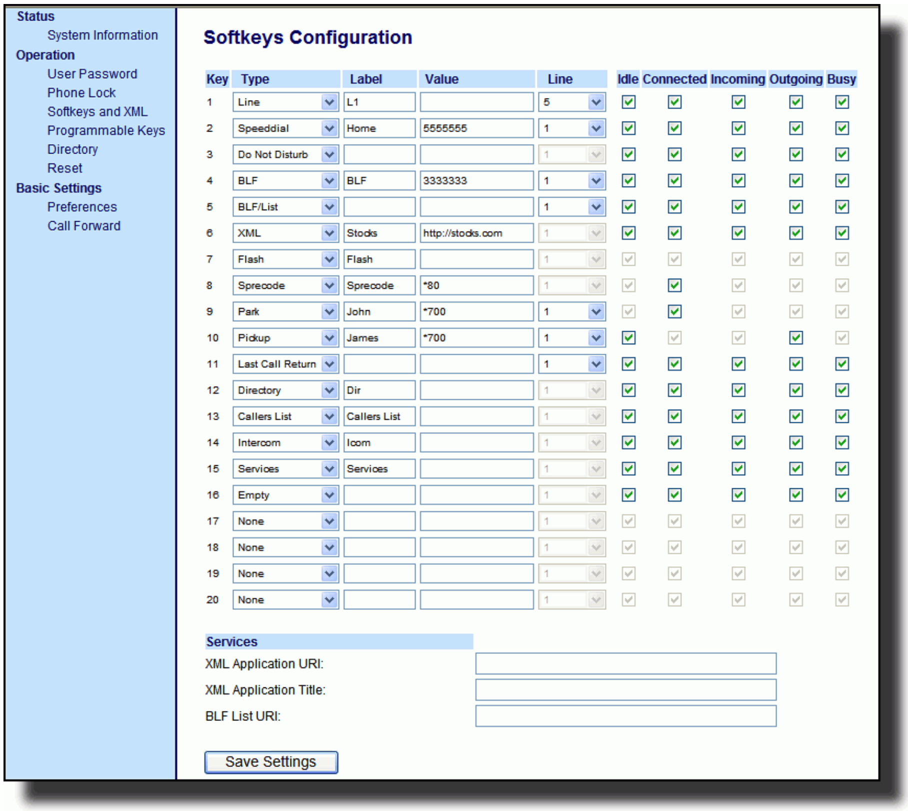
You can set a softkey or programmable key to force a blank entry on the IP phone display for a specific key. You do this by setting the key to "**none**". The keys are added in order (from key1 to key20) after any hard-coded keys have been added. If a particular key is not defined, it is ignored. For more infomration about key behavior, see "Key Display Behavior" on page 58.

Setting a None Key

Aastra Web UI

Use the following procedure to configure a None key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>.**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from "**Key 1**" through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **None**.
4. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
5. Click Save Settings to save your changes.

Empty Key (softkeys only)

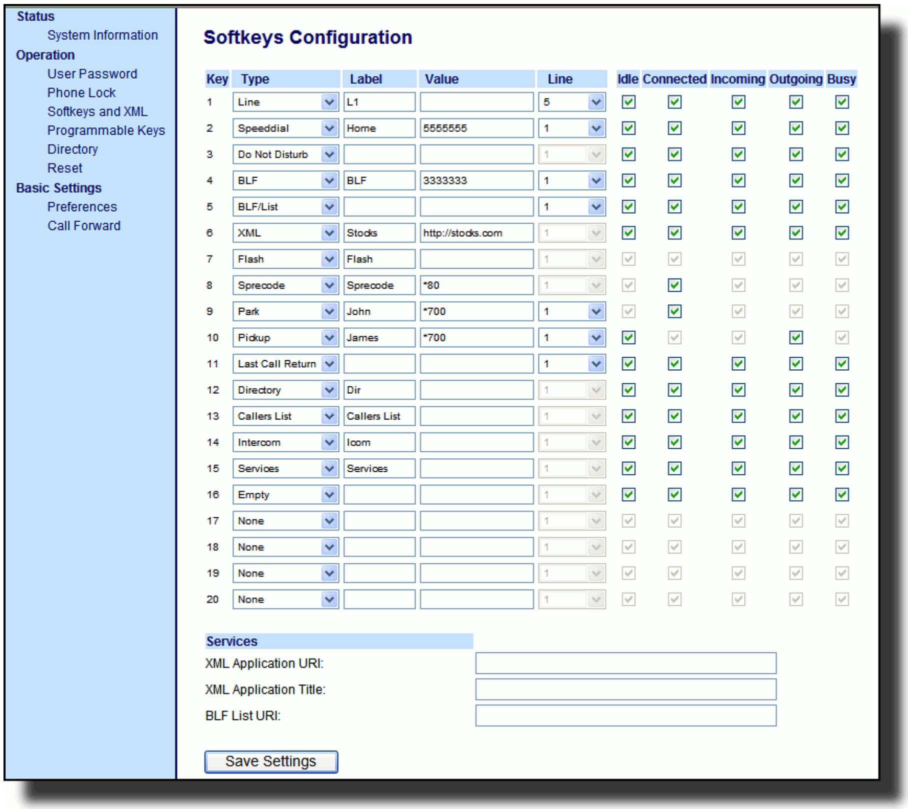
You can set a softkey to force a blank entry on the IP phone display for a specific key. You do this by setting the softkey to "**empty**". The keys are added in order (from key 1 to key 20) after any hard-coded keys have been added. If a particular key is not defined, it is ignored.

Setting an Empty Key

Aastra Web UI

Use the following procedure to configure an Empty softkey on the 57i phone.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Expansion Module <N>**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
3. In the "**Type**" field, select **Empty**.
4. When configuring a softkey, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
5. Click Save Settings to save your changes.

Phone Lock Key

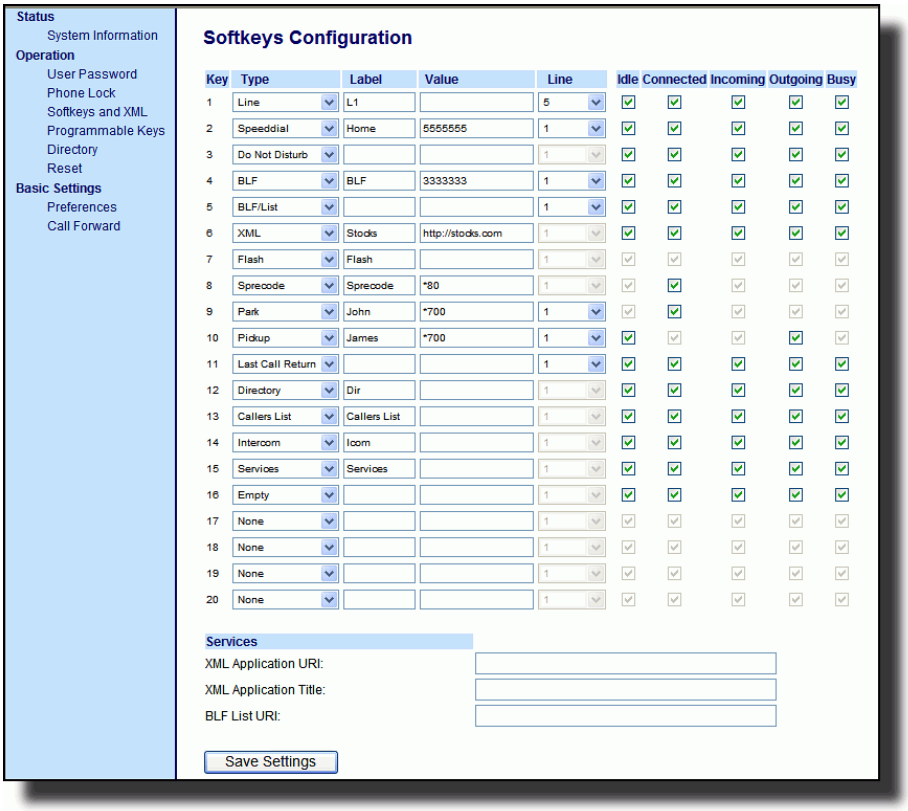
You can configure a key on the IP Phone to use as a lock/unlock key. You assign the function of the key as “**Phone Lock**”.

Setting a Phone Lock Key

Aastra Web UI

Use the following procedure to configure a Phone Lock key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**..


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	✓	✓	✓	✓	✓
8	Sprecode	Sprecode	*80	1	✓	☑	✓	✓	✓
9	Park	John	*700	1	✓	☑	✓	✓	✓
10	Pickup	James	*700	1	☑	✓	✓	☑	✓
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

Services

XML Application URI:

XML Application Title:

BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **Phone Lock** from the list of options.
4. Click **Save Settings** to save your changes.

➡ **Note:** You can lock/unlock the phone using the new key you just configured, using the Aastra Web UI at the path *Operation->PhoneLock*, or using the "**Phone Lock**" option on the IP Phone UI at the path *Options->Phone Lock*. For more information about using the lock/unlock feature, see "Locking/Unlocking a Phone" on page 48.

Using the Lock/Unlock Key on the IP Phone

After configuring a key as a lock/unlock key, refer to the following procedure to use the key on the IP phone.

Lock the Phone

1. Press the **LOCK** key.
   The phone locks.
   The LED for the key AND the Message Waiting Lamp illuminate steady ON. An "Unlock" label appears next to the key you just pressed.

Unlock the Phone

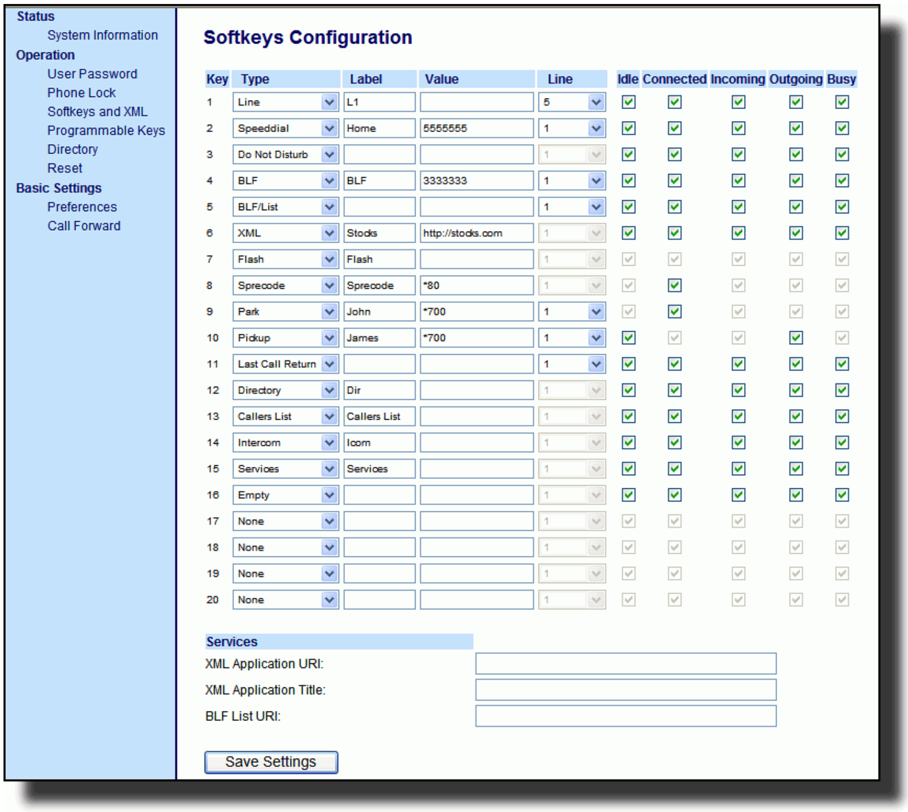
1. Press the **UNLOCK** key.
   A password prompt displays.
2. Enter your user password and press **ENTER**.
   The phone unlocks.
   The LED for the key AND the Message Waiting Lamp go OFF. The "Lock" label appears next to the key you just pressed.

Deleting a Key

Aastra Web UI

Use the following procedure to delete a key on the 55i IP Phone. The procedure shows the softkey screen as an example.

1. Click on **Operation->Softkeys and XML**.
   or
   Click on **Operation->Programmable Keys**.
   or
   Click on **Operation->Expansion Module <N>**..


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Line	L1		5	☑	☑	☑	☑	☑
2	Speeddial	Home	5555555	1	☑	☑	☑	☑	☑
3	Do Not Disturb			1	☑	☑	☑	☑	☑
4	BLF	BLF	3333333	1	☑	☑	☑	☑	☑
5	BLF/List			1	☑	☑	☑	☑	☑
6	XML	Stocks	http://stocks.com	1	☑	☑	☑	☑	☑
7	Flash	Flash		1	☑	☑	☑	☑	☑
8	Sprecode	Sprecode	*80	1	☑	☑	☑	☑	☑
9	Park	John	*700	1	☑	☑	☑	☑	☑
10	Pickup	James	*700	1	☑	☑	☑	☑	☑
11	Last Call Return			1	☑	☑	☑	☑	☑
12	Directory	Dir		1	☑	☑	☑	☑	☑
13	Callers List	Callers List		1	☑	☑	☑	☑	☑
14	Intercom	Icom		1	☑	☑	☑	☑	☑
15	Services	Services		1	☑	☑	☑	☑	☑
16	Empty			1	☑	☑	☑	☑	☑
17	None			1	☑	☑	☑	☑	☑
18	None			1	☑	☑	☑	☑	☑
19	None			1	☑	☑	☑	☑	☑
20	None			1	☑	☑	☑	☑	☑

Services

XML Application URI:
XML Application Title:
BLF List URI:

2. For softkeys, select from **"Key 1"** through "**Key 20**".
   or
   For programmable keys, select from "**Key 1**" through "**Key 6**".
3. In the "**Type**" field, select **none**.
4. Click Save Settings to save your changes.

The key function is deleted from the IP phone memory.

Making Calls

This section describes ways to make calls on your 55i phone, using your handset, speakerphone or headset.

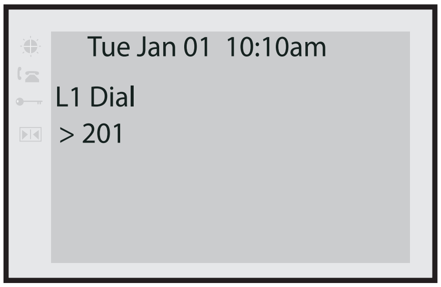
Dialing a Number

First, take the phone off-hook by:

- lifting the handset
- pressing or
- pressing a line/call appearance button
- At the dial tone, enter the number you wish to call

Note: After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "Dial" softkey (if the handset is offhook) or the "#" key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialling prefixes.



Tue Jan 01 10:10am

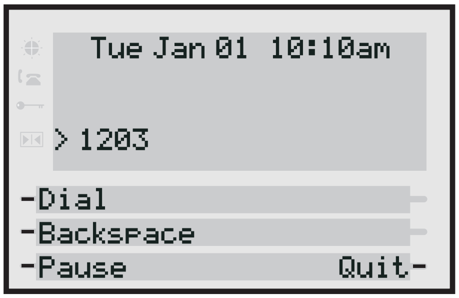
L1 Dial

> 201

When your party picks up, a timer appears on your display that records the length of your call.

If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.

Pre-dialing a Number



Tue Jan 01 10:10am

> 1203

-Dial

-Backspace

-Pause Quit-

You can also make a call by pre-dialling a number. Pre-dialling lets you view a number before you dial. Use the **Backspace** softkey to correct any errors.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see "Audio Mode" on page 33.

IP Phone UI

- To dial using handsfree, first press 🔈/🎧 and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press 🔈/🎧 or the line/call appearance button.
- If you are in Speaker audio mode, lift the handset and press 🔈/🎧 to switch between handsfree and handset.
- If you are in Speaker/headset audio mode, press 🔈/🎧 to switch between handsfree and headset.
- When the handset is on hook, press ☎ to disconnect the call.

When handsfree is on, the speaker light turns on.

Using a Headset

The 55i accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

➡ **Note:** Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 55i, there are 3 options for the headset microphone volume. For more information about the headset microphone, see "Headset Mic Volume" on page 34.

☎ IP Phone UI

To change this volume:

1. Press ⚙ to enter the Options list.
2. Select **Preferences** and press **Select**.
3. Use ▼ to scroll down to **Set Audio** and press **Select**.
4. Press ▼ to scroll down to **Headset/Mic Volume** and press **Select**.
5. Press ▼ to scroll down to **headset/mic volume** and press **Select**.
6. Use ▼ to scroll down the list to select your desired volume.
7. Press **Enter** to save the setting.
8. Press **Done** to save changes and exit.
9. If you do not wish to save changes, press **Cancel** to return to the previous screen.

➡ **Note:** By default, the volume for the headset microphone is set to medium.

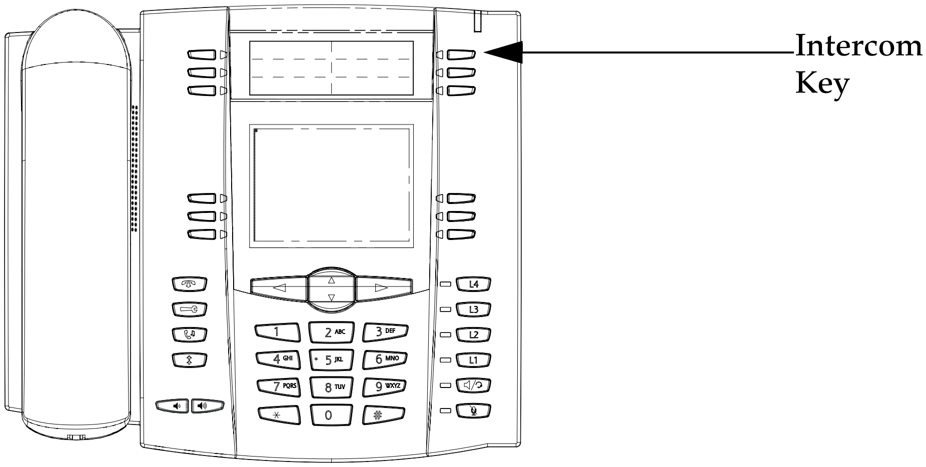
To Make and Receive Calls Using a Headset

☎ IP Phone UI

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Preferences->Set Audio->Audio Mode** on the IP Phone).
2. Plug the headset into the jack.
3. Press the 🔈/🎧 key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.
4. Press the ☎ key to end the call.

Using Intercom

On the 55i, you can use the **Icom** key to automatically connect with a remote extension. By default, the Icom key is configured as Key 4 on the top set of keys.



Using the Icom Key

IP Phone UI

1. Press the **Icom** key.
2. Enter the extension number of the person you wish to intercom or the BLF key for that extension.
3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.
4. To cancel intercom, press ☎ or the **Cancel** key.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing ☎ or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

You can set specific incoming Intercom call features on the 55i IP phone using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if "Play Warning Tone" is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

For more information about the incoming Intercom features and for procedures on setting these features, see "Incoming Intercom Call Features" on page 168.

Redial

IP Phone UI

- Press ⇅ to dial the most recent number you dialed from the phone.
- If you are off-hook and press ⇅ the last number you called is called back.
- If you are on-hook and press ⇅, a **Redial Directory** list appears on-screen.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

➡ **Note:** Your System Administrator can set your Redial key to speeddial a specific number. Contact your System Administrator for more information.

Accessing the Redial List

IP Phone UI

1. If you are off-hook and press ⇅, the telephone automatically dials the last number you called.
2. If you are not on the phone, press ⇅ to display the most recently dialed number and use ▼ ▲ to scroll through the list to view the other numbers.
3. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.
4. To dial the displayed number press 🔊 , or lift the Handset or press any line keys.
5. Press ☎ or the ⇅ key to cancel.

➡ **Note:** The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Deleting from the Redial List.

➡ **Note:** You cannot delete individual entries in the Redial List.

IP Phone UI

Delete All Items

1. Press .
2. Press the **Delete** Key, then press the **Delete** Key again at the prompt to erase all items.

Mute

You can use the Mute key to mute the handset, headset, or speakerphone.

When you use the mute key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the Mute key LED is ON.

IP Phone UI

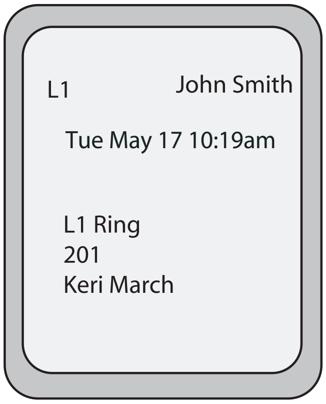
You can use the Mute key to mute the handset, headset, or speakerphone.

The speaker light flashes slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press ..

➡ **Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, the inbound callers extension and name display to the screen. The line/call appearance light flashes quickly for the incoming call.



L1 John Smith

Tue May 17 10:19am

L1 Ring
201
Keri March

Answering an Incoming Call

IP Phone UI

To answer the call

- For handsfree operation, press 🔊 or the line/call appearance button for the incoming call.
- Press 🔊 for handsfree or headset operation.

Note: The audio mode setting you have selected in the options list under **Headset Settings** determines if the call goes to handsfree or headset operation. For more information, see the section "Customizing Your Phone" on page 26.

- Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call.

If you cannot answer the call, the caller goes to voicemail if voicemail has been configured for your extension.

Note: The ☎ button can be used to cancel the call pickup procedure.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press ☎ without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon (✉) along with the number of waiting messages, if you have unheard messages (example: ✉ x4).

Handling Calls

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or conference.

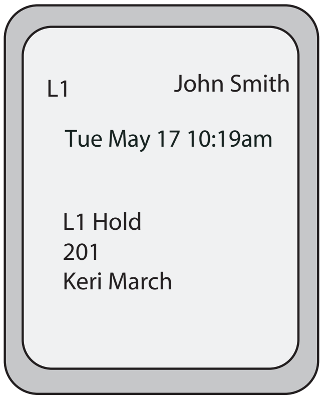
Placing a Call on Hold

You can place an active call on hold by pressing the Hold key. When you place a call on hold, only your phone can retrieve the call.

IP Phone UI

To place a call on hold

1. Connect to the call (if not already connected).
2. Press the Hold key.



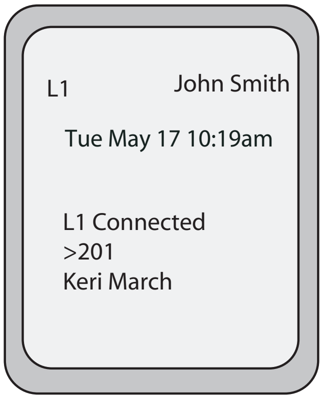
L1 John Smith
Tue May 17 10:19am
L1 Hold
201
Keri March

The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**" with the line number the call is held at the phone.

➡ **Note:** If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.



L1 John Smith

Tue May 17 10:19am

L1 Connected
>201
Keri March

Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press ☎ to disconnect the call.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you disconnect from the call.

Transferring Calls

Blind Transfer

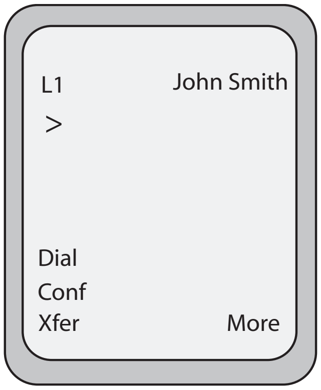
A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

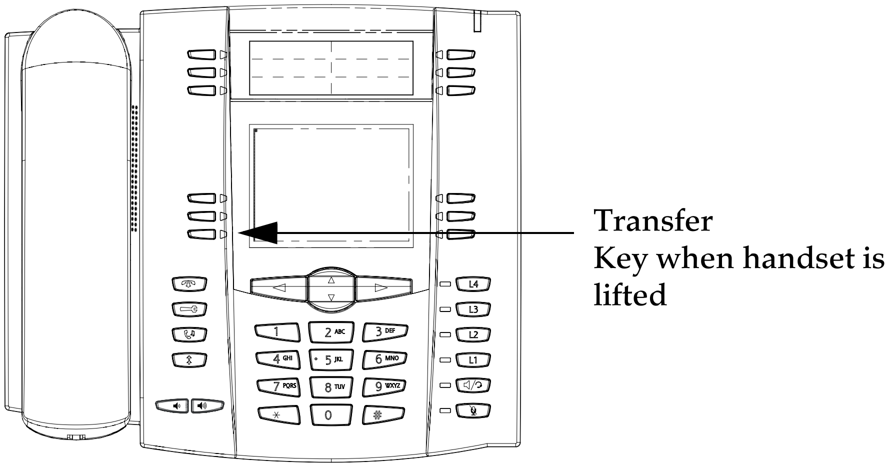
IP Phone UI

When you lift the handset on the phone, the **Transfer** key displays on the bottom set of softkeys by default. Use this key to transfer calls.



Screen that displays when handset is lifted

Use the following procedure to transfer a call to another extension. Use the following illustration as a reference.



To transfer a call to another extension

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Transfer** key. You should hear a dial tone as a second line opens up.
3. Press a line/call appearance button followed by the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1
4. To complete a "blind" transfer, press the **Transfer** Key again before the receiving end answers. To complete a consultive transfer, remain on the line to speak with the Party 2, before pressing the **Transfer** Key again to transfer Party 1 to Party 2.

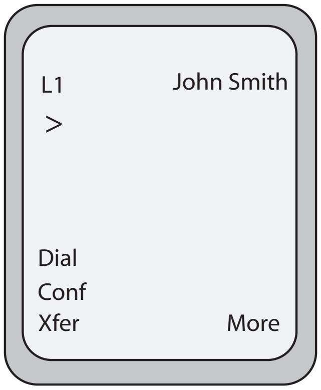
   To cancel the transfer, select **Cancel** on the display screen or press ☎.

Conferencing Calls

The 55i IP phone offers two methods of conferencing:

- Local conferencing (default method).
- Centralized conferencing (for Sylantro and Broadsoft Servers) (Administrator must enable this method).

When you lift the handset on the phone, the **Conference** key displays on the bottom set of softkeys by default. Use this key to create conference calls.



Screen that displays when handset is lifted

Local Conferencing

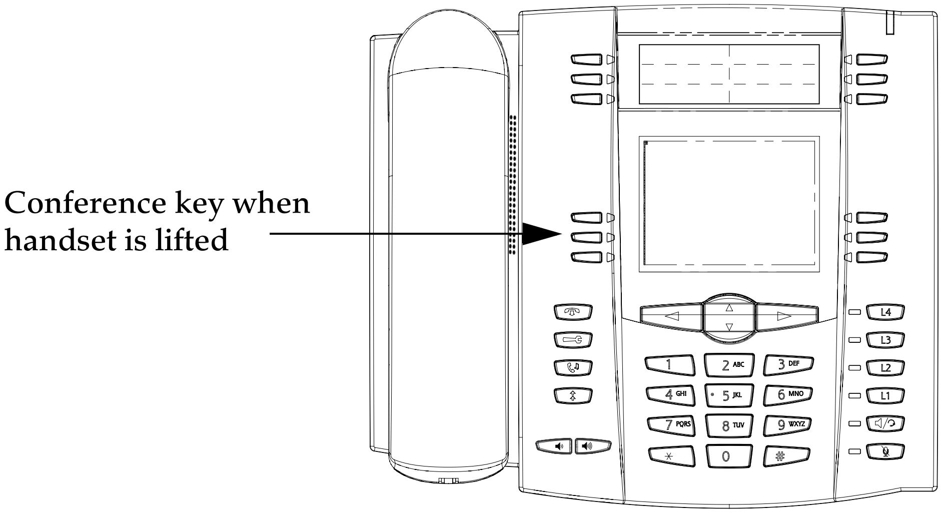
The 55i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 55i.

➡ **Note:** Your System Administrator can set your Conference key to speeddial a specific number. Contact your System Administrator for more information.

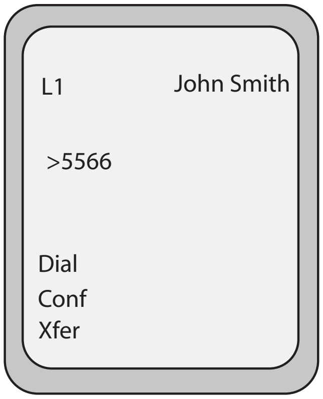
Using Local Conferencing

IP Phone UI

Use the following procedure to create a conference call using local conferencing. Use the following illustration as a reference.



1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the speakerphone key.
   A line opens up.



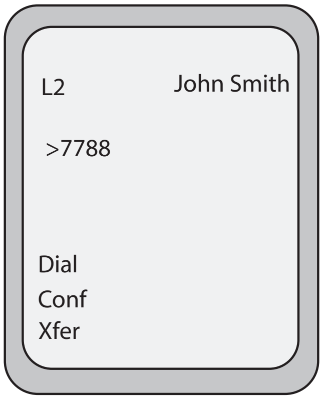
L1 John Smith

>5566

Dial
Conf
Xfer

2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.

4. Press the **Conf** Key. A new line opens.



L2 John Smith

>7788

5. Enter the phone number of Party 3.
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the **Conf** key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
8. To drop a party from the conference, press the **Conf** key once more.

Note: You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call.

Joining Two Active Calls in a Single Conference

IP Phone UI

1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).
2. Press the **Line** key for which you want to conference the two calls together (for example, Line 1).
3. Press the **Conf** key**.**
4. Press the **Line** key that has the second active call (for example, Line 2).
5. Press the **Conf** key. The two active calls link into a conference call on Line 1.

Note: You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call.

Centralized Conferencing (for Sylantro and Broadsoft Servers)

The 55i allows you to create multiple conferences with unlimited participants (depending on your server limitations) when your Administrator enables Centralized Conferencing.

If your Administrator does not enable Centralized Conferencing, then the 55i uses Loca Conferencing by default.

Your Administrator can configure Centralized Conferencing globally on all lines or on specific lines. Although, for the global setting to work, you must configure the lines with the applicable phone number.

Reference

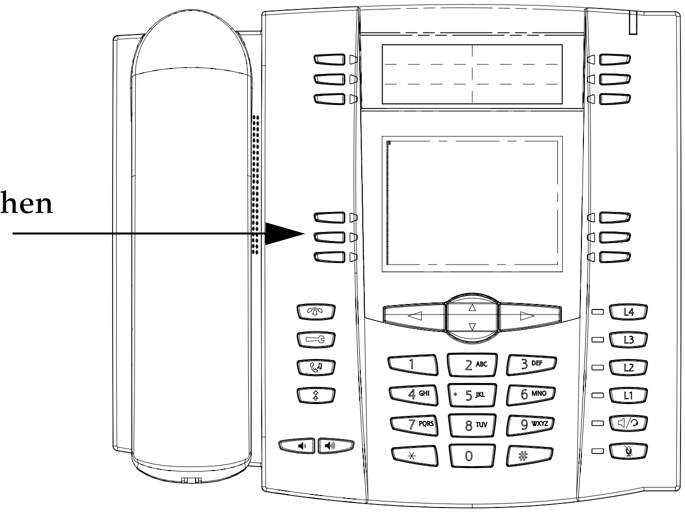
For more information on Centralized Conferencing, see "Centralized Conferencing" on page 172 or contact your System Administrator.

Using Centralized Conferencing

IP Phone UI

Note: When Centralized Conferencing is enabled on your phone, local conferencing (or three-way conferencing) works as indicated in the previous section, "Using Local Conferencing." Joining two active calls in a conference also works as indicated in the previous section, "Joining Two Active Calls in a Single Conference."

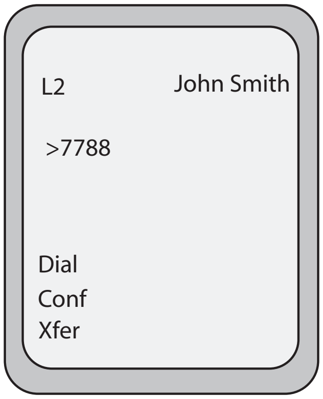
Use the following procedure to create a conference call using centralized conferencing. Use the following illustration as a reference.


Conference key when handset is lifted

Setting Up a Conference and Adding Multiple Parties (for Sylantro and Broadsoft Servers)

Note: You can have an unlimited number of parties in a conference (dependent on the limitations of the server.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the Speakerphone Key.
   A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to Conference 1.
4. Press the **Conf** Key. A new line opens.



5. Enter the phone number of Party 3.
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the Conference 1.
7. Press the **Conf** Key again to add Party 3 to Conference 1. Party 1 (which is yourself), Party 2, and Party 3 are all connected to Conference 1.
8. Press an available **Line** Key (or answer an incoming call on an available line). If calling out, call Party 4.
9. Wait for Party 4 to answer. When Party 4 answers, you can consult with them before adding them to the conference.
10. Press the **Conf** Key to add Party 4 to Conference 1.
11. Press the **Line** Key that has Conference 1.
12. Press the **Conf** Key to join all parties (Parties 1 through 4) on Conference 1.
13. To add more parties, repeat steps 8 through 12.

Note: You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call.

If any party in the conference hangs up (including the party that began the conference), all other parties in the conference are still connected.

Setting Up Multiple Conferences (for Sylantro Server only)

> **Note:** The 55i is limited to 9 conferences (a single conference each on lines 1 through 9).

1. Start Conference 1 using the procedures in the previous section, "Setting Up a Conference and Adding Multiple Parties (for Sylantro and Broadsoft Servers)".
2. When you are finished adding all required parties to Conference 1, press an available **Line** Key to start Conference 2. You are Party 1 on Conference 2. Call Party 2.
3. When Party 2 answers, press the **Conf** Key.
4. Press an available **Line** Key.
5. Call Party 3 for Conference 2.
6. When Party 3 answers, press the **Conf** Key to join Parties 1 (which is yourself), Party 2, and Party 3 on Conference 2.

   You now have two active conferences on two different lines.

> **Note:** When you are connected to multiple conference calls, and you put a conference on hold, the conference may be on hold for a limited period of time before it is disconnected. Contact your System Administrator for more information.

If any party in a conference hangs up (including the party that began the conference), all other parties in the conference are still connected.

Joining Additional Parties to Active Conferences

In centralized conferencing, you can join multiple incoming or outgoing calls to active conferences. Before following this procedure, at least one active conference must exist on your phone.

1. As Party 1, pickup the handset or press the speakerphone key.

   A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the **Conf** Key.
5. Press the **Line** Key that has the active conference. (For example, Line 1 and Line 2 both have active conferences. Pressing Line 1 joins Party 1 and Party 2 to the conference on Line 1. Pressing Line 2 joins Party 1 and Party 2 to the conference on Line 2.)
6. Press the **Conf** Key again to join the Parties to the active conference.

Ending Calls

IP Phone UI

To end a call, you first need to connect or reconnect to the call if not already connected (for example, if your caller is on hold). Press ☎ or the line/call appearance button of the active call to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Managing Calls

The 55i has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

These features include:

- Directory List
- Callers List
- Call Forwarding
- Missed Calls Indicator
- Voicemail

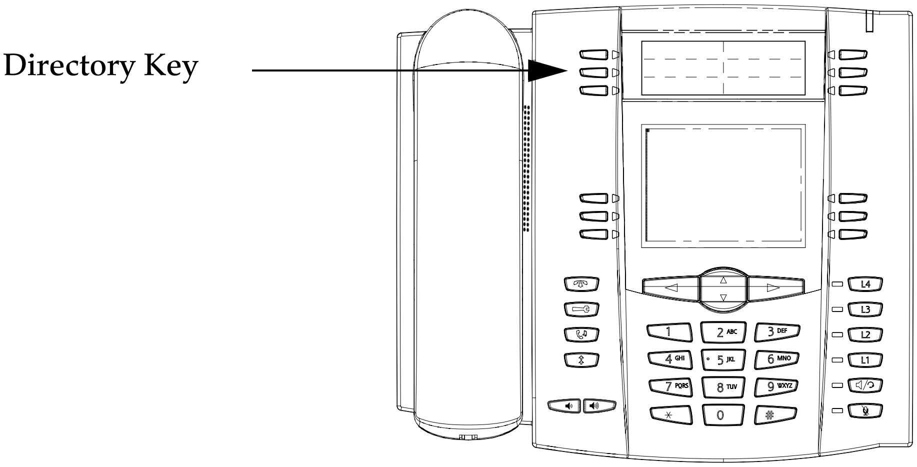
Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 55i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a directory entry. On the 55i, you access the Directory by pressing Key 2 which is the **Directory** key.

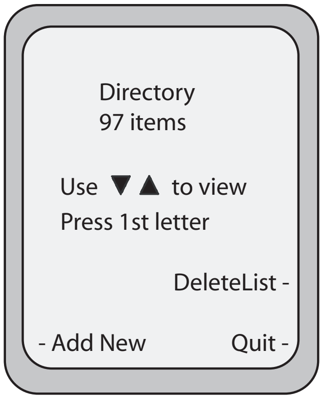
Accessing Your Directory

IP Phone UI

Use the following procedure to access your Directory List. Use the following illustration as a reference..



1. Press the **Directory** Key. The directory displays the number of entries in your list. If the Directory list is empty, "*Directory Empty/Use Save to add*" displays. The following is an example of the Directory List Header screen with 97 entries in the List.



Directory
97 items

Use ▼▲ to view
Press 1st letter

DeleteList -

- Add New Quit -

2. You can access entries by pressing ▼ and ▲ to scroll through the list.
3. To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press **7** for the letter **P**). Continue to press the dial pad number to access other letters on the same key (for example, press **7** three times for 'Ron'). If there are multiple entries under the same letter, you can use ▼ and ▲ to scroll through the list, or continue to press the next letters of the name to find a better match.
4. To dial the displayed number press 🔈 or just lift the handset or press any line keys.
5. Press the **Directory** Key to cancel.

Sorting Entries and Quick Search Feature

You can sort multiple numbers according to preference and perform a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

➡ **Note:** The quick-search feature in the Directory List works only when the Directory is first accessed.

Managing the Directory List

From the Directory List in the IP Phone UI, you can perform the following:

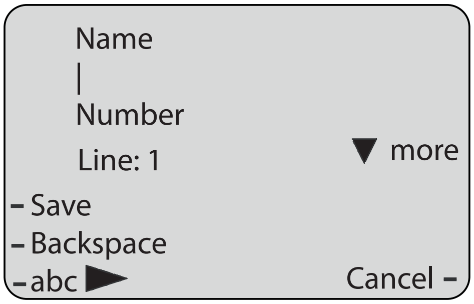
- Add a new entry
- Edit an entry
- Delete an entry
- Save entries to the Directory List
  - Save from the Display
  - Save from the Caller List
  - Save from the Redial List

Adding/Editing Entries in the Directory List

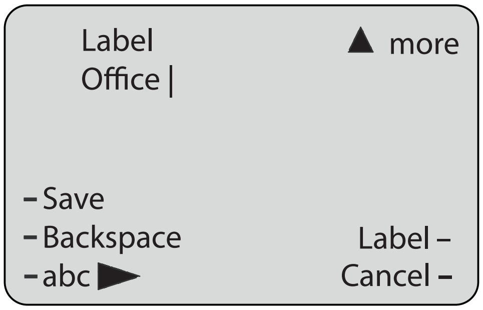
You can store a maximum of 7 numbers associated with a unique name. You can apply pre-defined labels to the entry which include, Office, Home, Cell, and Pager, or create your own labels. The following table indicates the maximum characters for each line and field in the Directory List.

Directory List Limitations	
Maximum length of a line	255 characters
Maximum length of a name	16 characters
Maximum length of a label	14 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM	200 entries

The following examples illustrate the IP Phone UI screens you can use to add/edit entries in the Directory List.


Name
|
Number
Line: 1
▼ more
– Save
– Backspace
– abc ▶
Cancel –

Screen 1


Label
Office |
▲ more
– Save
– Backspace
– abc ▶
Label –
Cancel –

Screen 2

Adding Names, Numbers, Labels

On Screen 1:

- You can add names using the **abc** softkey.
- You can add numbers (up to 7 numbers per name) using the numbers on the phone's keypad.
- Use the **Backspace** softkey when required.
- Use the **Save** softkey when you are finished adding the name and number(s).
- You can exit from Screen 1 at any time without saving by pressing the **Cancel** softkey.

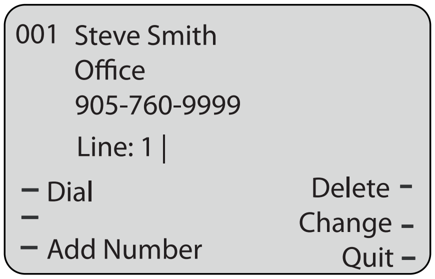
Note: Use the ▼ ▲ keys to toggle between Screen 1 and Screen 2.

On Screen 2:

- You can add a label or URI using the **abc** softkey; Or you can populate the "Label" field with a pre-defined label (Office, Home, Cell, Pager) by pressing the **Label** softkey.
- Use the **Backspace** softkey when required.
- Use the **Save** softkey when you are finished adding the Label.
- You can exit from Screen 2 at any time without saving by pressing the **Cancel** softkey.

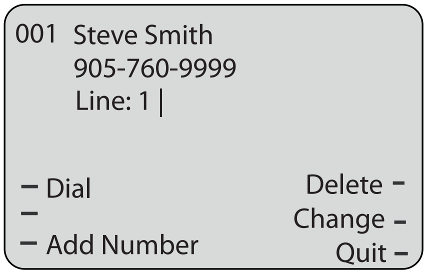
Editing Names, Numbers, and Labels

On Screen 1, when the cursor is in the "Line" field, softkey 5 displays a **Change** softkey. The following example illustrates a Directory entry for "Steve Smith", with a phone number and an "Office" label. Since the cursor is in the "Line" field, the **Change** softkey displays.



```
001  Steve Smith
     Office
     905-760-9999
     Line: 1 |
- Dial                  Delete -
-                       Change -
- Add Number              Quit -
```

The following example shows the same Directory entry without a label.



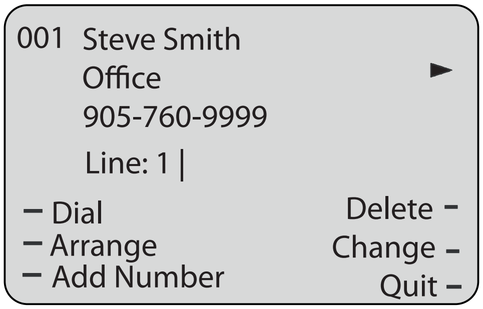
```
001  Steve Smith
     905-760-9999
     Line: 1 |

- Dial                  Delete -
-                       Change -
- Add Number              Quit -
```

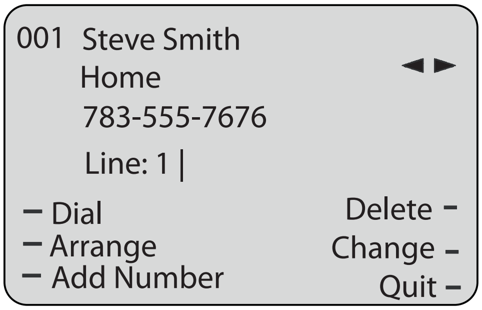
- You can use the **Dial** softkey to automatically dial the number in the Directory entry.
- You can use the **Add Number** softkey to add additional numbers to the current Directory entry (up to 7 numbers per name).

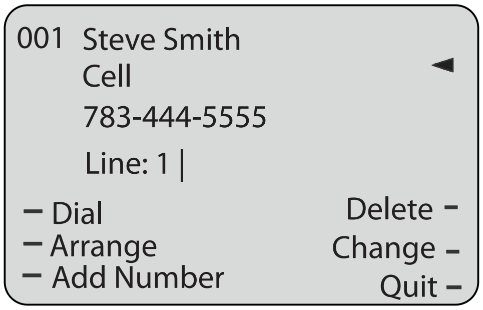
- You can use the **Delete** softkey to delete a number or to delete multiple numbers in an entry (see "Deleting Single and Multiple Numbers in an Entry" on page 137.
- You can use the **Change** softkey to change a number or a name.
- You can use the **Quit** softkey to quit the editing of the current Directory entry.

Scrolling Multiple Screens Per Entry

If there are multiple numbers for an entry, the ◄ and ► keys display for you to scroll multiple screens. The following examples show **Screen 1** as Steve Smith's Office number, **Screen 2** as Steve Smith's Home number, and **Screen 3** as Steve Smith's Cell number. The first scroll ► indicates there are multiple number entries for the name. The ◄ ► indicates you can scroll forward or backward between screens. The ◄ indicates this is the last number entry for the name.

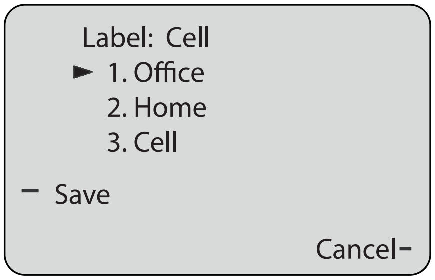

001 Steve Smith
Office ►
905-760-9999
Line: 1 |
– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –


001 Steve Smith
Home ◄ ►
783-555-7676
Line: 1 |
– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –


001 Steve Smith
Cell ◄
783-444-5555
Line: 1 |
– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –

Arranging Multiple Screens

You can use the **Arrange** softkey to move the number/label/line forward or backward between screens for the specified name. If there is a label assigned to the entry, the following screen displays after pressing the **Arrange** softkey.



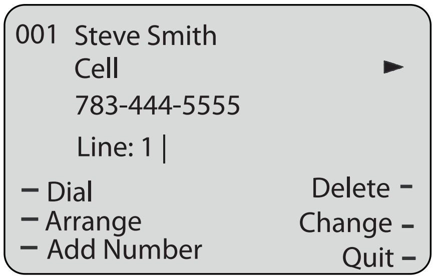
Label: Cell
► 1. Office
2. Home
3. Cell

– Save
Cancel –

- Pressing the **Save** softkey in the above screen places the Cell label, the Cell number, and line associated with the Cell number, into the one position. So the first screen to display for the entry would be the Cell number screen. If no label is assigned to the entry, the numbers would be arranged in the order you specify.

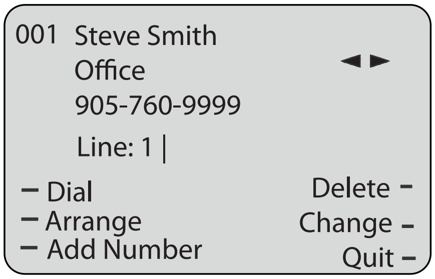
The following example illustrates the new arrangement of Steve Smith's number..

Note: The Office label moves to the second position and the Home label moves to the last position.



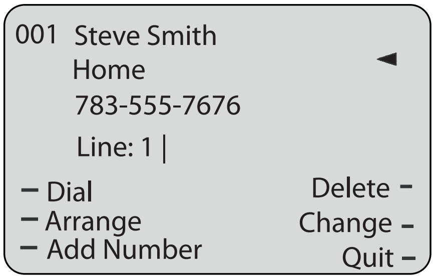
001 Steve Smith
Cell ►
783-444-5555
Line: 1 |

– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –



001 Steve Smith
Office ◄ ►
905-760-9999
Line: 1 |

– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –



001 Steve Smith
Home ◄
783-555-7676
Line: 1 |

– Dial
– Arrange
– Add Number
Delete –
Change –
Quit –

Saving Entries to the Directory List

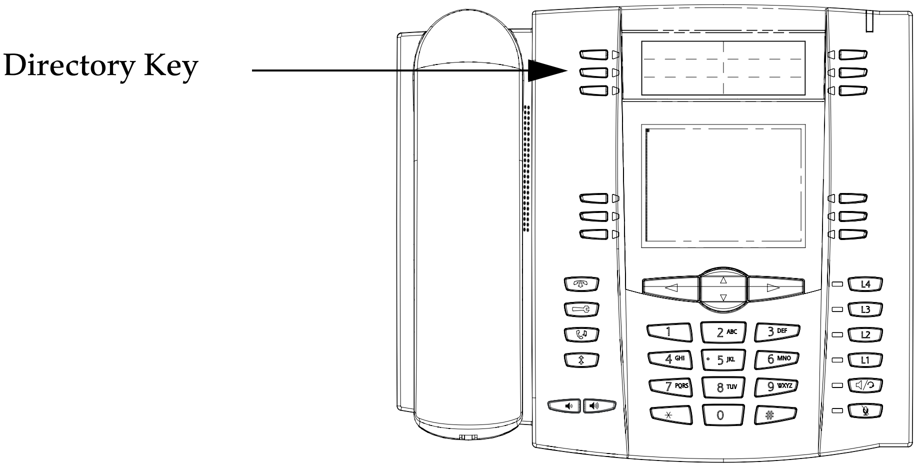
You can save entries (names and numbers) from other sources to your Directory using any of the following methods:

- Save from the Display
- Save from the Caller List
- Save from the Redial List

Saving from the Display

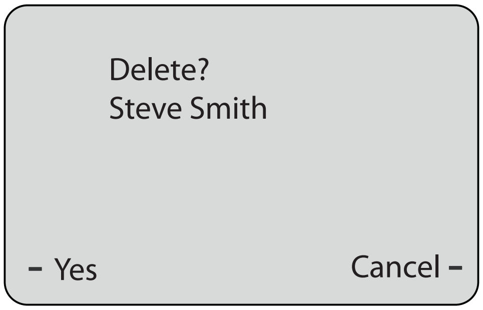
IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory List using the following procedure. Use the following illustration as a reference.



Deleting Single and Multiple Numbers in an Entry

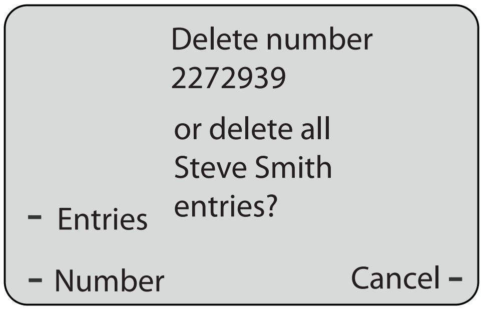
You use the Delete softkey to delete a single number or multiple numbers for an entry. For a single number assigned to a name, pressing the **Delete** softkey displays the following screen.


Delete?
Steve Smith

- Yes Cancel -

- You can press **Yes** to delete the directory entry (name, number, label, and line) from the Directory List.
- You can press **Cancel** to cancel the delete function.

For multiple numbers assigned to a name, pressing the **Delete** softkey displays the following screen.



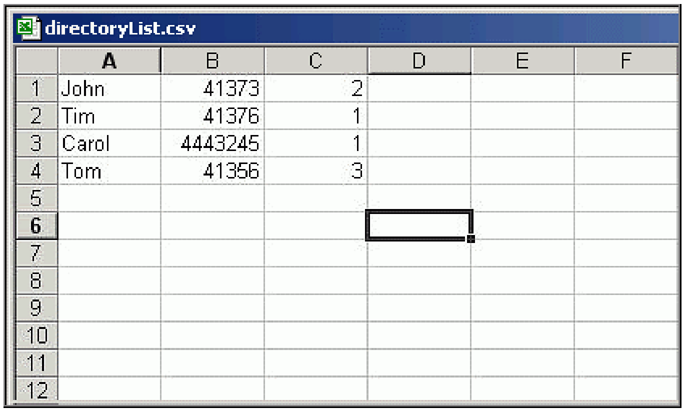
Delete number
2272939
or delete all
Steve Smith
entries?

- You can press **Entries** to delete the directory entry (name, all numbers, labels, and lines associated with the name) from the Directory List.
- You can press **Number** to delete only a specific number associated with a name.
- You can press **Cancel** to cancel the delete function.

Downloading the Directory List to Your PC

You can download the Directory List to your PC via the Aastra Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application.


directoryList.csv

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

The file displays the name, phone number, and line number for each Directory entry.

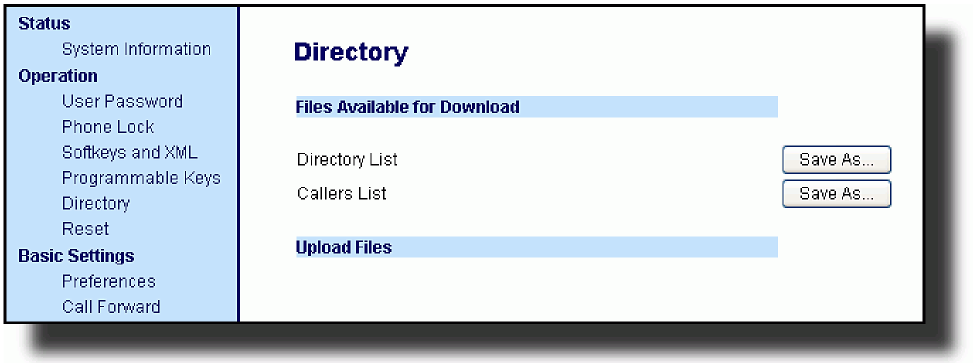
➡ **Note:** Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

Download the Directory List

Use the following procedure to download the Directory List to your PC using the Aastra Web UI.

Aastra Web UI

1. Click on **Operation->Directory**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Directory
Files Available for Download
Directory List
Save As...
Callers List
Save As...
Upload Files

2. In the Directory List field, click on Save As... .
   A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory List and click **SAVE**.
   The *directorylist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Directory List.

Accessing the Directory List

Use the following procedures to access the Directory List.

☎ IP Phone UI

1. Press the **Services** key on the phone to display the **Services** menu, and select "**Directory List**".
   or
   Press the **Directory** softkey (default key is key 2 on the Top Keys).
2. Use the ▼ ▲ keys to scroll through the line items in the Directory List.
3. To dial a displayed entry from the Directory List, pick up the handset, press the 🔈 handsfree key, or press the **Dial** softkey.
4. To exit the Directory List, press the **Quit** softkey.

Callers List

The Callers list is a stored log of your incoming calls. The 55i telephone stores information on up to 200 incoming calls in the Callers list. Your telephone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you.

When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable key or the Directory, the Callers list display the name and number.

The display shows you how many callers have been added to the list since you last checked it.

Caller's List Screen Display

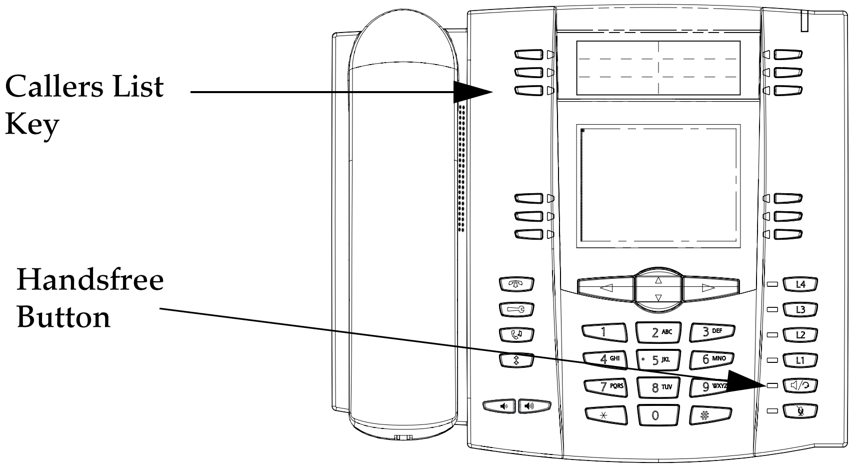
Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	"N" indicates a new call.
XX New Callers	When you're not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it.
☎	Indicates an unanswered call in the Callers list.
📞	Indicates an answered call in the Callers list.
📞)))	Indicates a Call Waiting call in the Callers list.
📞))	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41pm 2X	"2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

Accessing the Callers List

IP Phone UI

Use the following procedure to access the Callers List. Use the following illustration as a reference.



1. Press the **Callers List** key.
   or
   Press the **Services** key if your System Administrator has configured the Services key to access the Callers List.
2. Use the ▼ ▲ keys to scroll through the line items in the Callers List.

➡ **Note:** To the left of a line item, a ☎ icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.

---

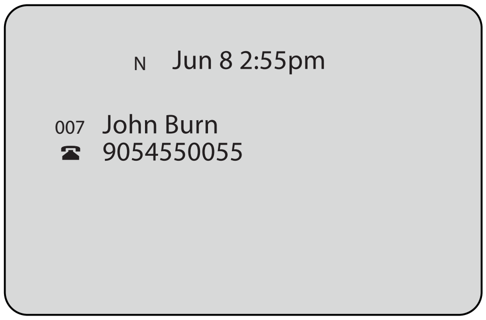
3. To delete all entries in the Callers list, press the **Delete** softkey at the "Callers List" header.

   To delete a line item from the Callers List, select the line item you want to delete and press the **Delete** softkey.
4. To cancel a delete function, press the ▼ or the ▲ **Scroll** keys.
5. To save a line item to a softkey for speeddialing, press the **Save** softkey and enter the line number at the "Save to?" prompt that is already configured for speeddialing at a softkey.
6. To dial a displayed entry from the Callers List, pick up the handset, press the handsfree button, or press a line key.
7. To exit the Callers List, press the **Callers List** key.

Editing Entries in the Callers List

Important: The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor automatically adds the digit at the left side of the number to enable the entry of the prefix.

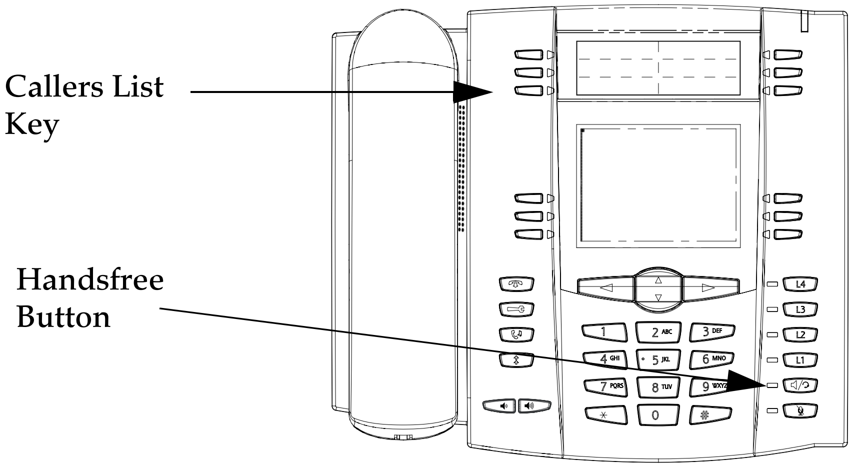


N Jun 8 2:55pm

007 John Burn
☎ 9054550055

IP Phone UI

Use the following procedure to edit the Callers List. Use the following illustration as a reference.



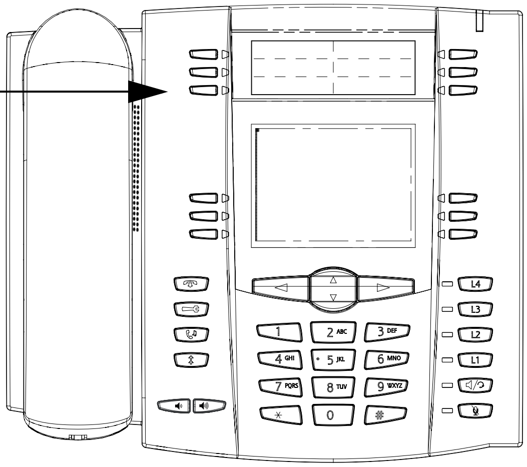
1. Press the **Callers List** Key.
2. Press ▼ ▲ to find the entry you want to edit. Press ▼ to view the most recent call, or ▲ to see the oldest call on your list.
3. Press any key on the dial pad to begin editing.
4. To move the cursor one digit to the right, press ► . To erase one digit to the left of the cursor, press ◄ .
5. To dial the displayed number press 🔈, or just lift the handset, or press any line keys.

Deleting Entries from the Callers List

You can delete individual items from the Callers List, or you can delete all items in the Callers List..

IP Phone UI

Use the following procedure to delete an individual item from the Callers List. Use the following illustration as a reference.



Callers List Key

1. Press the **Callers List** Key.
2. Use ▼ ▲ keys to find the item you want to delete.
3. Press the **Delete** softkey.
4. Press the **Delete** softkey again at the prompt to erase the item.

IP Phone UI

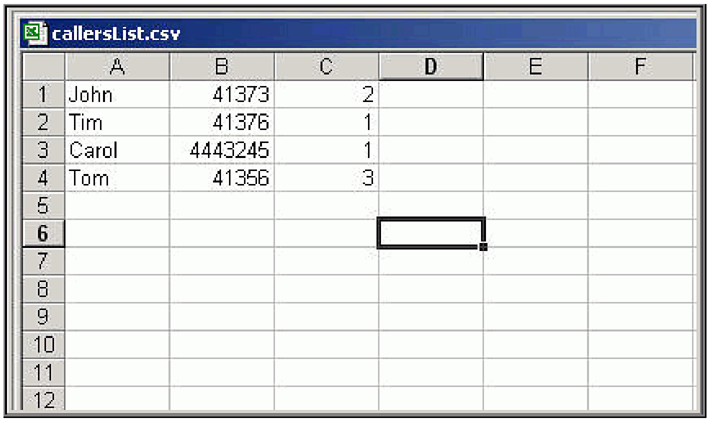
Use the following procedure to delete all items from the Callers List.

1. Press the **Callers List** Key.
2. Press the **Delete** softkey.
3. Press the **Delete** softkey again at the prompt to erase all items.

Downloading the Callers List to Your PC

You can download the Callers List to your PC for viewing using the Aastra Web UI. When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application. This file displays the name, phone number, and the line that the call came in on.



callersList.csv

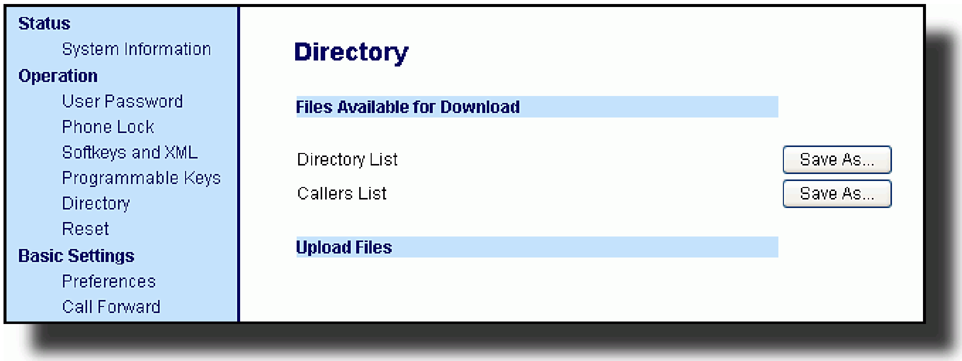
	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

Download the Callers List

Use the following procedure to download the Callers List to your PC using the Aastra Web UI.

Aastra Web UI

1. Click on **Operation->Directory**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Directory
Files Available for Download
Directory List
Save As...
Callers List
Save As...
Upload Files

2. In the Callers List field, click on Save As... .
   A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**.
   The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to the SIP proxy, which then forwards the call to the assigned destination.

Call forwarding is disabled by default. You can enable call forwarding on a global basis or on an individual line-basis, for each line. If you have configured call forwarding on an individual line, then the settings for this line are used; otherwise, the phone-wide call forward settings are used.

You can enable call forwarding on all phones (global settings) or on specific lines (local settings) of a single phone. For local settings, you can set call forwarding on up to 9 individual lines.

For global and local call forwarding, you can set the following:

- Call forward mode
- Destination number
- Number of rings before forwarding the call (from 1 to 9 rings)

The following are the call forward modes you can set:

Call ForwardMode	Description
Off (Aastra Web UI only)	Disables call forward
All	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings
Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.

➡ **Note:** You can set the global call forward settings using the IP phone UI or the Aastra Web UI. However, you must use the Aastra Web UI to set the per-line call forward settings. The per-line settings override the settings for global call forwarding.

Setting Call Forwarding

Use the following procedure to set global call forwarding.

For Global Call Forward Settings

IP Phone UI

1. Press on the phone to enter the Options List.
2. Select **Call Forward** and press **Select**.
3. Enter the "**Call Forward**" number destination for which you want your incoming calls to be forwarded.

Note: If you leave the "**Number**" field blank, call forwarding is disabled.

---

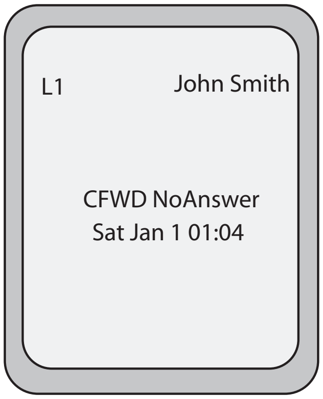
4. Select a "**Call Mode**" that you want to set on your phone using the **Change** softkey.
5. Enter the "**Number of Rings**" you want to set before the call is forwarded. Valid values are 1 to 9.

Note: "**Number of Rings**" field applies to **No Answer** and **Busy No Answer** modes only.

---

6. Press **Done** to save the settings.

The following example shows the idle screen on the IP Phone with Call Forwarding set to "**No Answer**" mode.

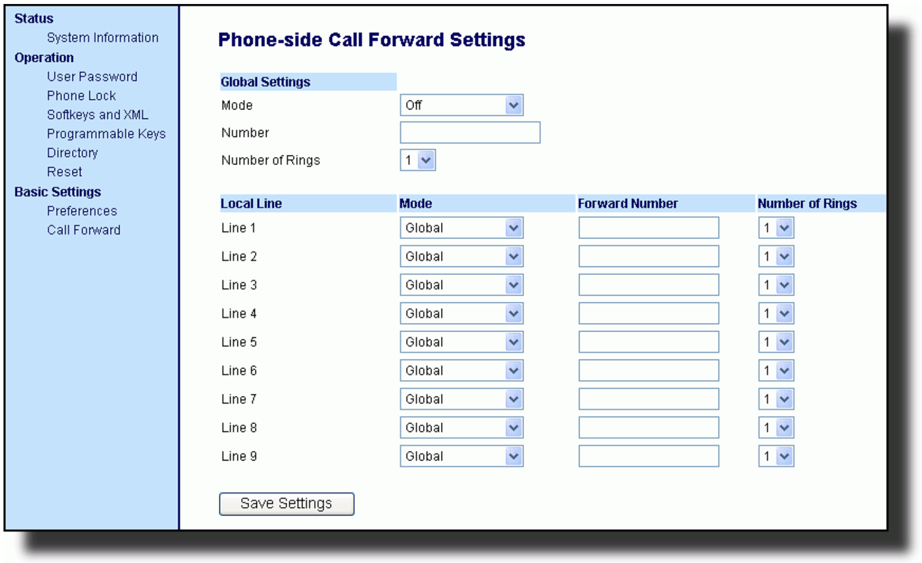


L1 John Smith

CFWD NoAnswer
Sat Jan 1 01:04

Aastra Web UI

1. Click on **Basic Settings->Call Forward**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Phone-side Call Forward Settings

Global Settings	
Mode	Off
Number	
Number of Rings	1

Local Line	Mode	Forward Number	Number of Rings
Line 1	Global		1
Line 2	Global		1
Line 3	Global		1
Line 4	Global		1
Line 5	Global		1
Line 6	Global		1
Line 7	Global		1
Line 8	Global		1
Line 9	Global		1

For Global Call Forward Settings:

2. In the "**Mode**" field, select the mode you want to set on your phone.

Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number" field**.

---

3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.
4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

For Per-Line Call Forward Settings:

1. Select a line to set Call Forwarding on.
2. In the "**Mode**" field, select the mode you want to set on this line.

Notes:

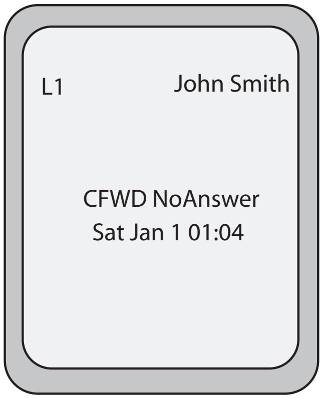
1. To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Forward Number**" field.
2. To force a line to use the global settings, set the "**Mode**" field to **Global**.

---

3. In the "**Forward Number**" field, enter the call forward number for which you want your calls on this line to be call forwarded.
4. In the "**Number of Rings**" field, select the number of rings on the line before the call is forwarded. Valid values are 1 to 9.

5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

The following example shows the idle screen on the IP Phone with Call Forwarding set to "**No Answer**" mode.



L1 John Smith

CFWD NoAnswer
Sat Jan 1 01:04

Missed Calls Indicator

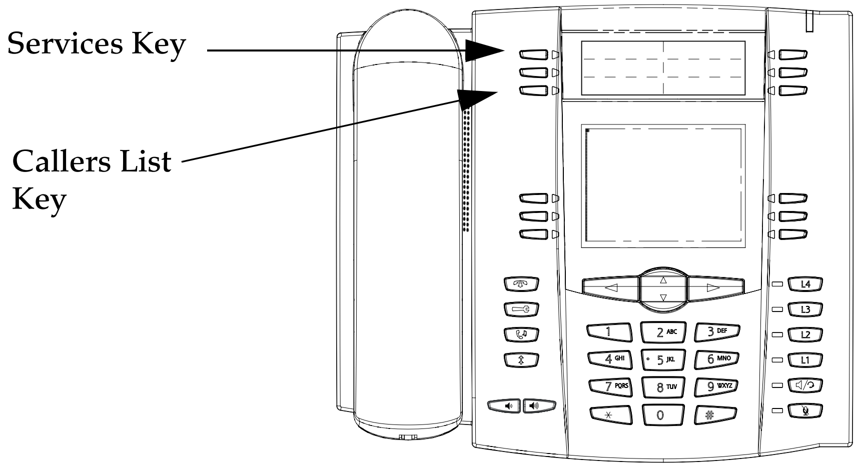
The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as "**<number> New Calls".** As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Accessing and Clearing Missed Calls.

IP Phone UI

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the "<number> New Calls" indicator clears. Use the following illustration as a reference.



1. .Press **Callers List** key on the phone.
   or
   Press the **Services** key and select **Callers List** from the menu.
2. Use the ▼ ▲ keys to scroll through the line items in the Callers List to find the line items that have the ☎ icon with the receiver ON. These are the missed calls to the phone.
3. To clear a line item from the Callers List, select the line item you want to delete and press the **Clear** softkey.

   The line item is deleted from the Callers List.

Voicemail

The Voicemail feature on the 55i IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

For each assigned Voicemail number, there can be a minimum of 0 or a maximum of 1 Voicemail access phone number.

The Voicemail list displays a list of phone numbers assigned to the 55i that have registered voicemail accounts associated with them.

➡ **Note:** The Voicemail list does not display the voicemail access number.

The phone displays up to 99 voicemail messages for an account even if the number of voicemails exceeds the limit.

Registered account numbers/URIs that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipse character at the end of the number/URI string.

The end of the Voicemail list displays the number of new voicemail messages (if any exist).

Contact your System Administrator for lines configured for Voicemail.

Using Voicemail

IP Phone UI

1. Press the **Services** key on the phone.
2. Select "**Voicemail**".
3. Use the ▼ ▲ keys to scroll through the line items in the Voicemail list.
4. When you have selected a line item, press the 🔈 handsfree key, ► **Scroll Right** key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

   From a selected item in the Voicemail list, you can also lift the handset (go off-hook) to make an outgoing call using the voicemail access phone number.

Additional Features

This section describes additional features you can use on the 55i phone.

Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on softkeys on your phone. Contact your System Administrator for more information about available star code functions in your network.

If these have not been set up, you can dial any star code commands on the 55i phone the same way you would on a regular telephone.

Suppress DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the softkeys.

When suppression of DTMF playback is disabled, and you press a softkey, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the Aastra Web UI.

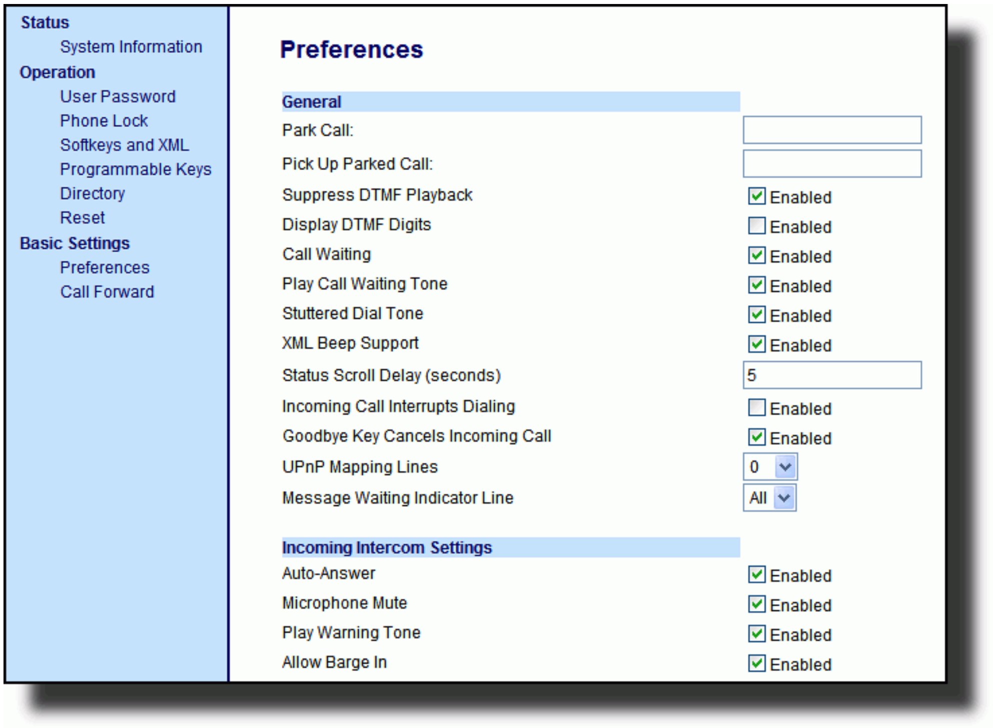
Configuring Suppression of DTMF Playback

Aastra Web UI

Use the following procedure to configure suppression of DTMF playback.

➡ **Note:** "Suppress DTMF Playback" is disabled by default.

1. Click on **Basic Settings->Preferences**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. Go to the "**General**" section.
3. Enable the "**Suppress DTMF Playback**" field by checking the check box. (Disable this field by unchecking the box). Default is disabled.
4. Click Save Settings to save your settings.

Display DTMF Digits

A feature on the 55i phone allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the keypad to dial, or when dialing from a softkey or programmable key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as "touchtone" dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If you enable the Display DTMF Digits parameter, the digits you are dialing from the keypad or from a programmable key display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

You can enable the "Display DTMF Digits" parameter using the Aastra Web UI.

Configuring Display of DTMF Digits

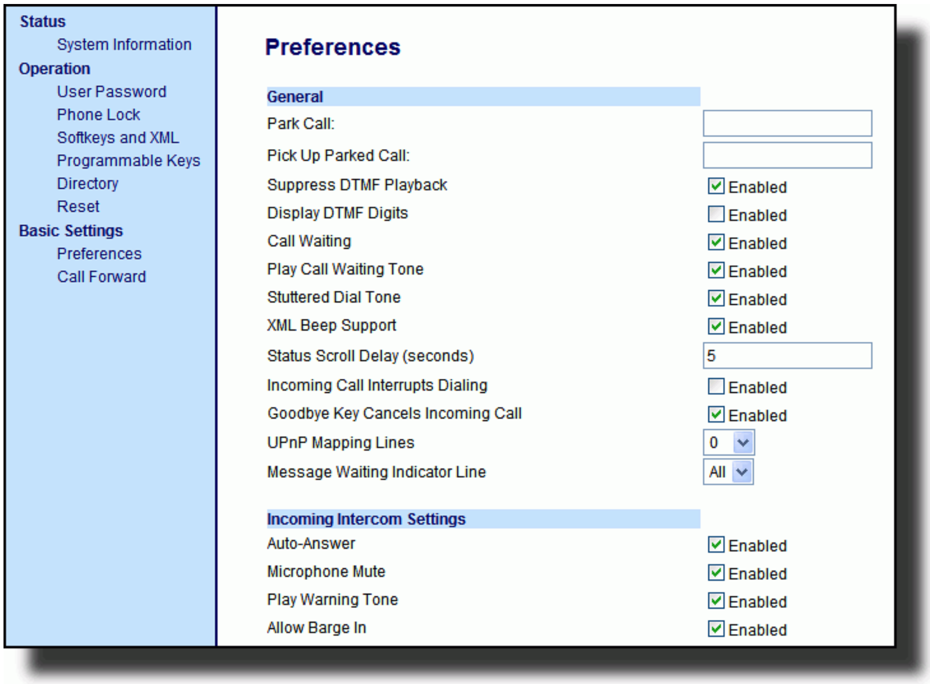
Aastra Web UI

Use the following procedure to configure the display of DTMF digits on the IP phone.

Note: "Display DTMF Digits" is disabled by default.

---

1. Click on **Basic Settings->Preferences->General.**



Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All
Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. Enable the "**Display DTMF Digits**" field by checking the check box. Disable this field by unchecking the box). Default is disabled.

3. Click Save Settings to save your settings.

Enable/Disable Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. You can disable the call waiting feature, so that the new incoming call is automatically rejected by the phone with a busy message.

If you disable call waiting on the phone, and the user is on a call, any further incoming calls receive busy unless "**Call Forward Busy**" or "**Call Forward No Answer and Busy**" is configured on the phone (for information on "Call Forwarding", see page 146.) It then forwards the call according to the rule configured. The phone can only:

- transfer the currently active call
  or
- accept transferred calls if there is no active calls.

If call waiting is disabled:

- intercom calls are treated as regular incoming calls and are rejected.
- pre-dialing with live dial pad disabled still accepts incoming calls.
- the "Incoming Call Interrupts Dialing" parameter is ignored because the incoming call is automatically rejected (for information on "Incoming Call Interrupts Dialing" see page 161).
- the Missed Calls List does not get updated with details of calls.
- the Blind Transfer feature on the phone may not work if two calls are made to the phone at one time.

You can disable call waiting using the configuration files or the Aastra Web UI.

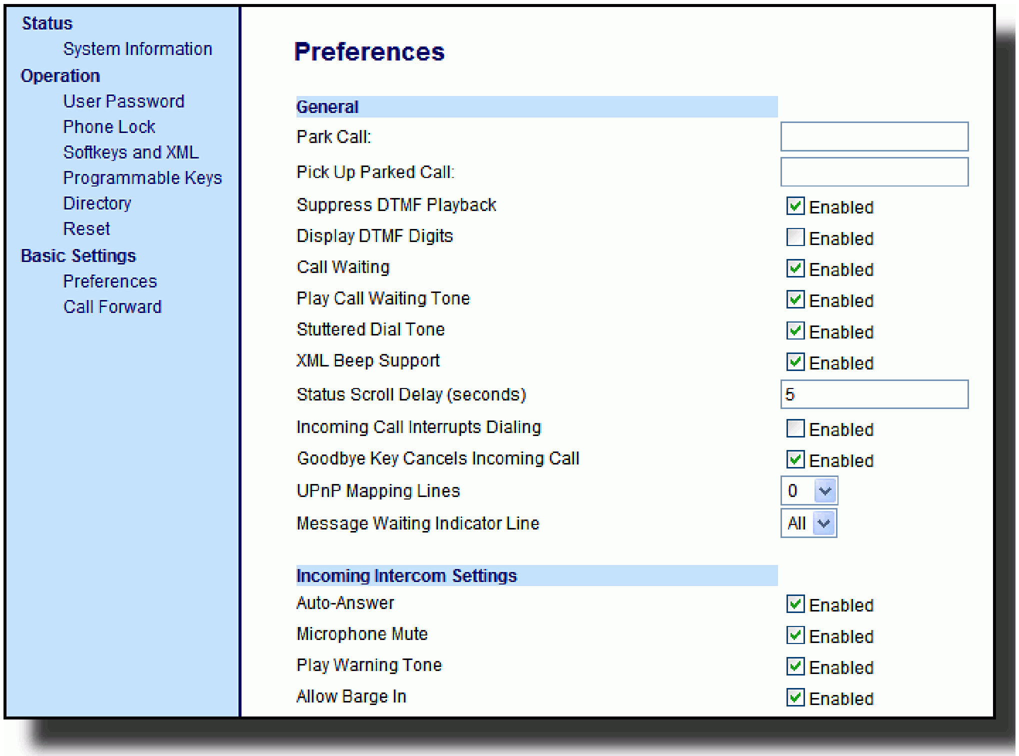
Enabling/Disabling Call Waiting

Aastra Web UI

Use the following procedure to enable or disable Call Waiting on the IP phone.

Note: "Call Waiting" is enabled by default.

1. Click on **Basic Settings->Preferences->General.**


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. Call Waiting is enabled by default. If required, disable the "**Call Waiting**" field by unchecking the check box.
3. Click Save Settings to save your settings.

Play Call Waiting Tone

You can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

You can configure this feature using the Aastra Web UI.

Configuring Call Waiting Tone

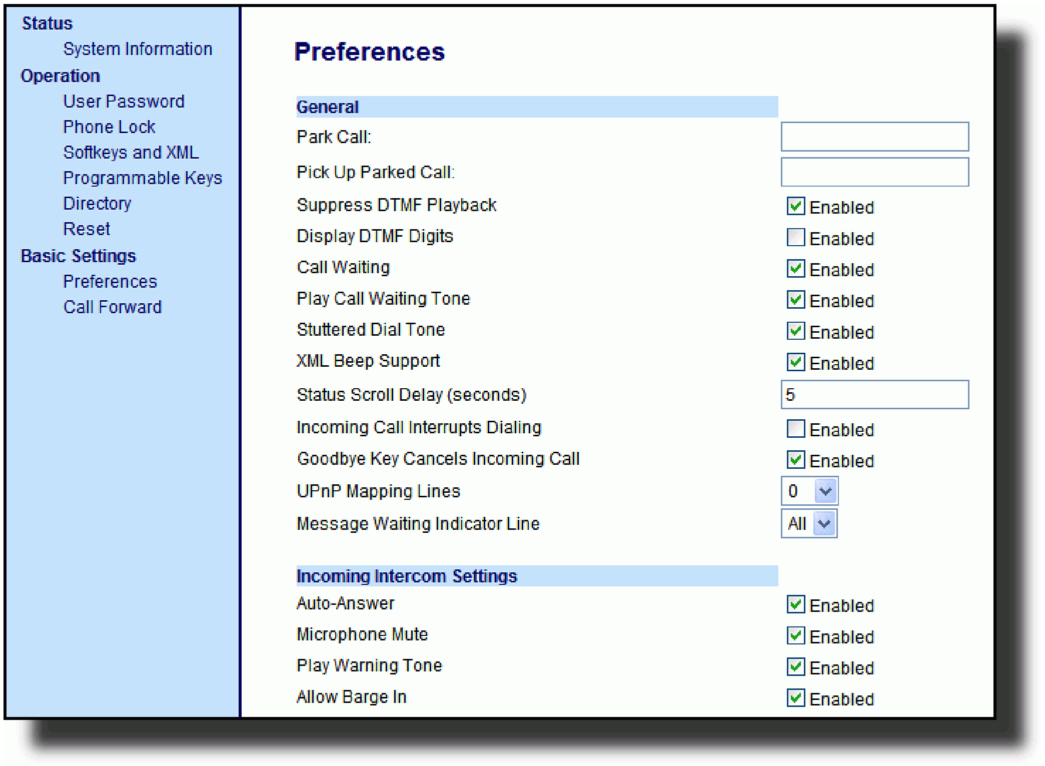
Aastra Web UI

Use the following procedures to configure a call waiting tone on the IP phone.

Note: "Play Call Waiting Tone" is enabled by default.

---

1. Click on **Basic Settings->Preferences->General**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All
Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. A call waiting tone is enabled by default. If required, disable the "**Play Call Waiting Tone**" field by unchecking the check box.

3. Click Save Settings to save your settings.

Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

You can configure this feature using the Aastra Web UI.

Configuring Stuttered Dial Tone

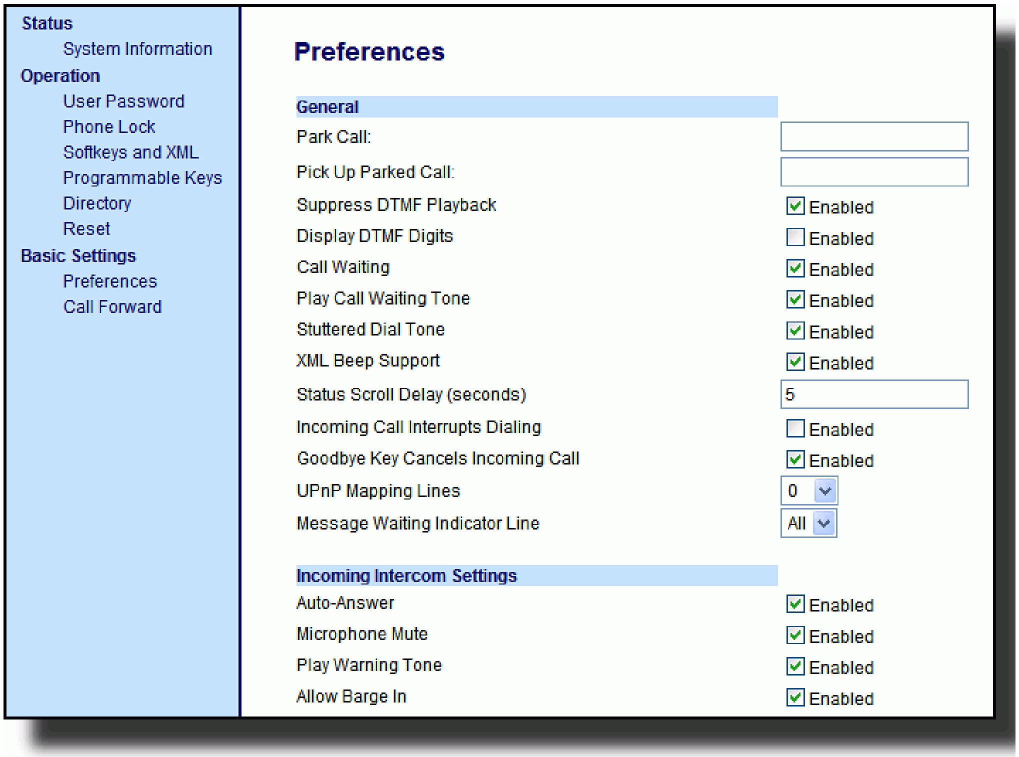
Aastra Web UI

Use the following procedures to configure stuttered dial tone on the IP phone.

Note: "Stuttered Dial Tone" is enabled by default.

---

1. Click on **Basic Settings->Preferences->General**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. Stuttered dial tone is enabled by default. If required, disable the "**Stuttered Dial Tone**" field by unchecking the check box.

3. Click Save Settings to save your settings.

XML Beep Support

Using the Aastra Web UI, you can enable or disable a beep to be audible when the phone receives an XML application using the "**XML Beep Support**" field at the path *Basic Settings->Preferences->General*. If you disable this feature, then no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the Aastra Web UI overrides the Administrator's setting. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

Configuring XML Beep Support

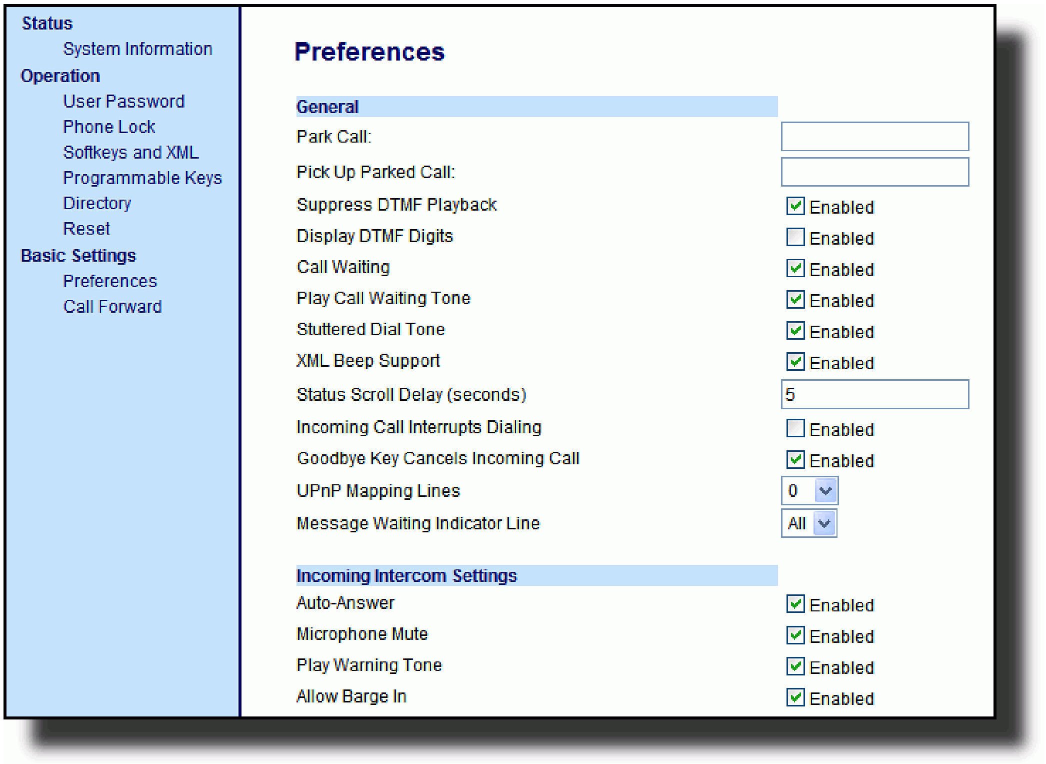
Aastra Web UI

Use the following procedures to configure an XML beep on the IP phone.

Note: "XML Beep Support" is enabled by default.

---

1. Click on **Basic Settings->Preferences->General**.



Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. "XML Beep Support" is enabled by default. If required, disable the "**XML Beep Support**" field by unchecking the check box.

3. Click Save Settings to save your settings.

Status Scroll Delay

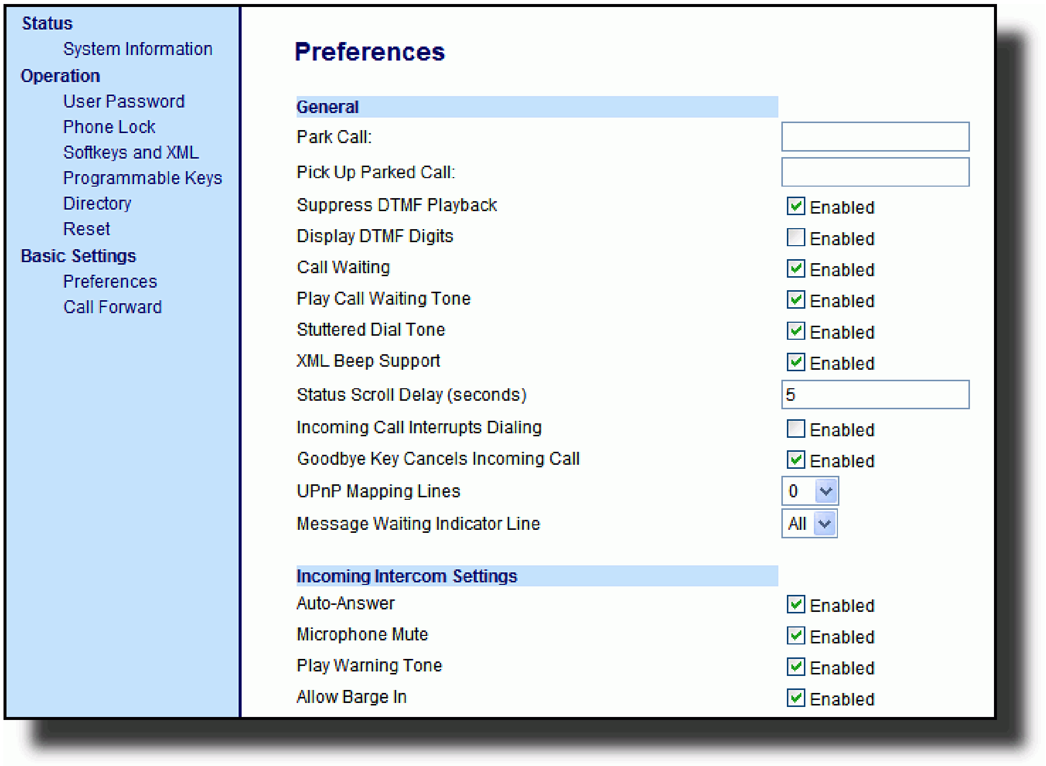
Using the Aastra Web UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the "**Status Scroll Delay (seconds)**" field at the path *Basic Settings->Preferences->General*. The default time is 5 seconds for each message to display before scrolling to the next message. You can increase or decrease this time as required. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

Configuring Status Scroll Delay

Aastra Web UI

Use the following procedures to specify a status scroll delay on the IP phone.

1. Click on **Basic Settings->Preferences->General**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General

Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings

Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. Enter a value in the "**Status Scroll Delay (seconds)**" field. Valid values are: 1 to 25 seconds. Default is 5 seconds.

3. Click Save Settings to save your settings.

Incoming Call Interrupts Dialing

If you are dialing a call on your phone and another call comes in while you are dialing, you can allow the incoming call to interrupt dialing by enabling a parameter called "**Incoming Call Interrupts Dialing**". You can enable or disable this parameter in the Aastra Web UI at the path *Basic Settings->Preferences->General*.

When you enable this field in the Aastra Web UI, an incoming call automatically interrupts the outgoing call during dialing and allows the phone to ring for you to answer the incoming call.

When you disable this parameter, which is the default, the phone does not interrupt the outgoing call during dialing and instead rings the incoming call on another free line (or sends busy signal if all remaining lines are busy). You have a choice to ignore the incoming call, or answer the incoming call on another line, via the **Ignore** and **Answer** softkeys that display. If you choose to answer the incoming call, you can answer the call, finish the call, and then hang up. You can still go back to the original outgoing call and finish dialing out.

➡ **Note:** If you disable this field, and the phone receives an incoming call while you are dialing an outgoing call, you can pick up the call and perform transfer or conference as required.

Configuring "Incoming Call Interrupts Dialing"

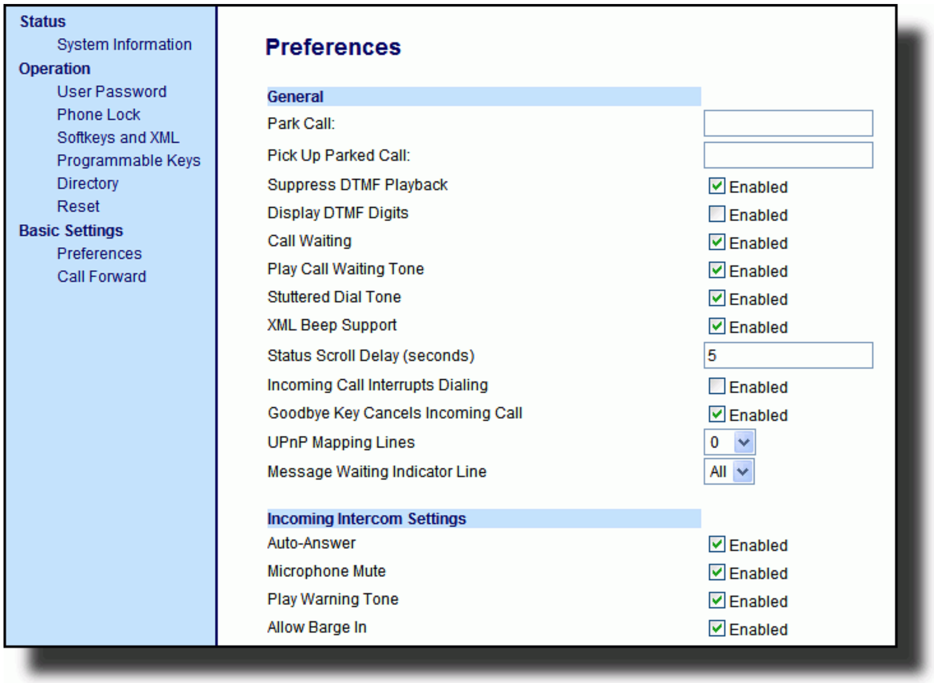
Aastra Web UI

Use the following procedures to configure "**Incoming Call Interrupts Dialing**" on the IP Phone.

Note: "Incoming Call Interrupts Dialing" is disabled by default.

---

1. Click on **Basic Settings->Preferences->General**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward

Preferences

General

Park Call:
Pick Up Parked Call:
Suppress DTMF Playback ☑ Enabled
Display DTMF Digits ☐ Enabled
Call Waiting ☑ Enabled
Play Call Waiting Tone ☑ Enabled
Stuttered Dial Tone ☑ Enabled
XML Beep Support ☑ Enabled
Status Scroll Delay (seconds) 5
Incoming Call Interrupts Dialing ☐ Enabled
Goodbye Key Cancels Incoming Call ☑ Enabled
UPnP Mapping Lines 0
Message Waiting Indicator Line All

Incoming Intercom Settings

Auto-Answer ☑ Enabled
Microphone Mute ☑ Enabled
Play Warning Tone ☑ Enabled
Allow Barge In ☑ Enabled

2. Enable the "**Incoming Call Interrupts Dialing**" field by checking the check box. Disable this field by unchecking the box). Default is disabled.

3. Click Save Settings to save your settings.

Goodbye Key Cancels Incoming Calls

The 55i has a feature that allows you to configure the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call. The parameter is called "**Goodbye Key Cancels Incoming Call**" and is configurable via the Aastra Web UI.

If you enable this parameter, which is the default, pressing the Goodbye key rejects calls coming into the phone while you are on an active call. When you disable this parameter, pressing the Goodbye key hangs up the active call.

If you disable this feature, and the phone receives another call when an active call is already present., the phone displays a softkey 1 as "**Answer**" and softkey 2 as "**Ignore**".

Configuring Goodbye Key to Cancel Incoming Calls

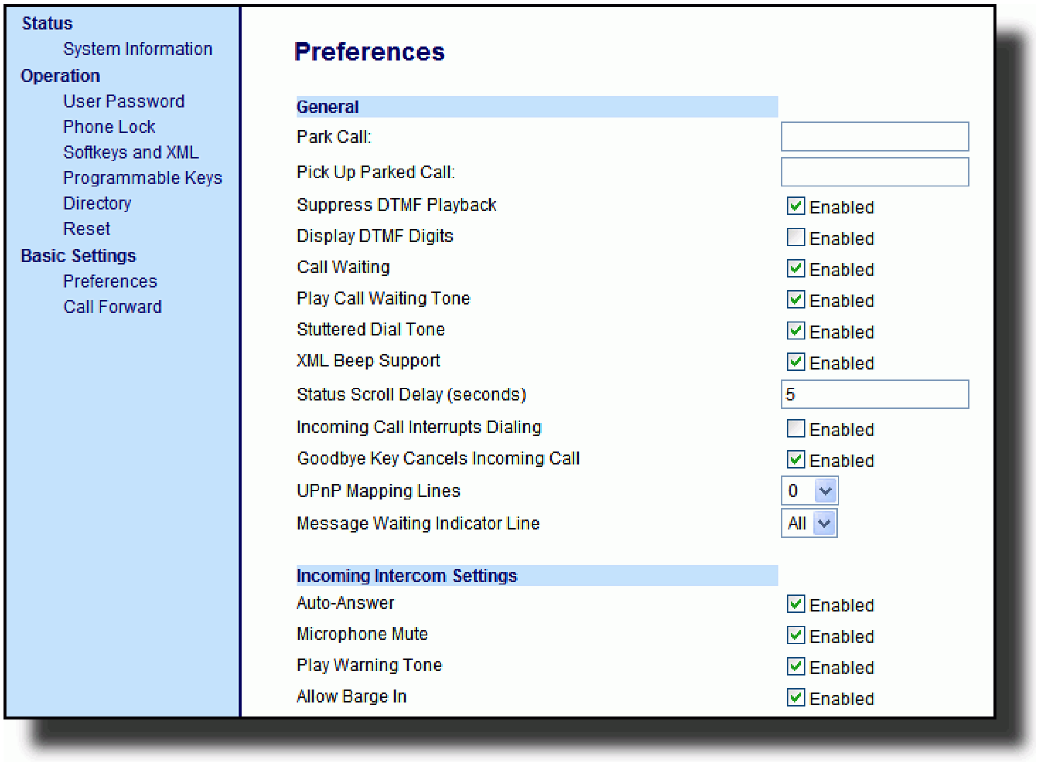
Aastra Web UI

Use the following procedure to configure the Goodbye key to cancel incoming calls on the IP phone.

Note: "Goodbye Key Cancels Incoming Call" is enabled by default.

---

1. Click on **Basic Settings->Preferences->General**.



Preferences

General

Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings

Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. The "**Goodbye Key Cancels Incoming Call**" field is enabled by default. If required, disable this field by unchecking the check box.
3. Click Save Settings to save your settings.

Using the Goodbye Key to Cancel Incoming Calls Feature

IP Phone UI

IF	THEN
"**Goodbye Key Cancels Incoming Call**" is **enabled** AND a second call comes in while you are on an active call,	press the **Goodbye** key to reject the second incoming call.
"**Goodbye Key Cancels Incoming Call**" is **disabled** AND a second call comes in while you are on an active call,	press the **Goodbye** key to hang up on the active call so you can answer the second incoming call.
"**Goodbye Key Cancels Incoming Call**" is **disabled** AND a second call comes in while you are on an active call,	press the **"Ignore"** softkey to ignore the second incoming call and remain on the active call OR press the **"Answer"** softkey to answer the second incoming call.

UPnP Mapping Lines (for remote phones)

Universal Plug and Play (UPnP) is a standard that uses Internet protocols to enable devices to be plugged into a network and automatically know about each other. With UPnP, when a user plugs a device into the network, the device configures itself, acquires a TCP IP address, and uses a discovery protocol based on the Internet's HTTP or HTTPS URL to announce its presence on the network to other devices.

This method of device discovery on a network is called "Universal Plug and Play" or UPnP. If you enable UPnP, and the phone is discovered on the network, port mappings are set up between the phone and the Internet Gateway Device (IGD) in your network. The phone controls the opening, closing, and polling of ports on the IGD. HTTP and SIP use a single port each. RTP/RTCP uses a range of ports.

You can enable the UPnP mappings to specific lines on your phone. You set this configuration using the Aastra Web UI at *Basic Settings->Preferences->UPnP Mapping Lines*.

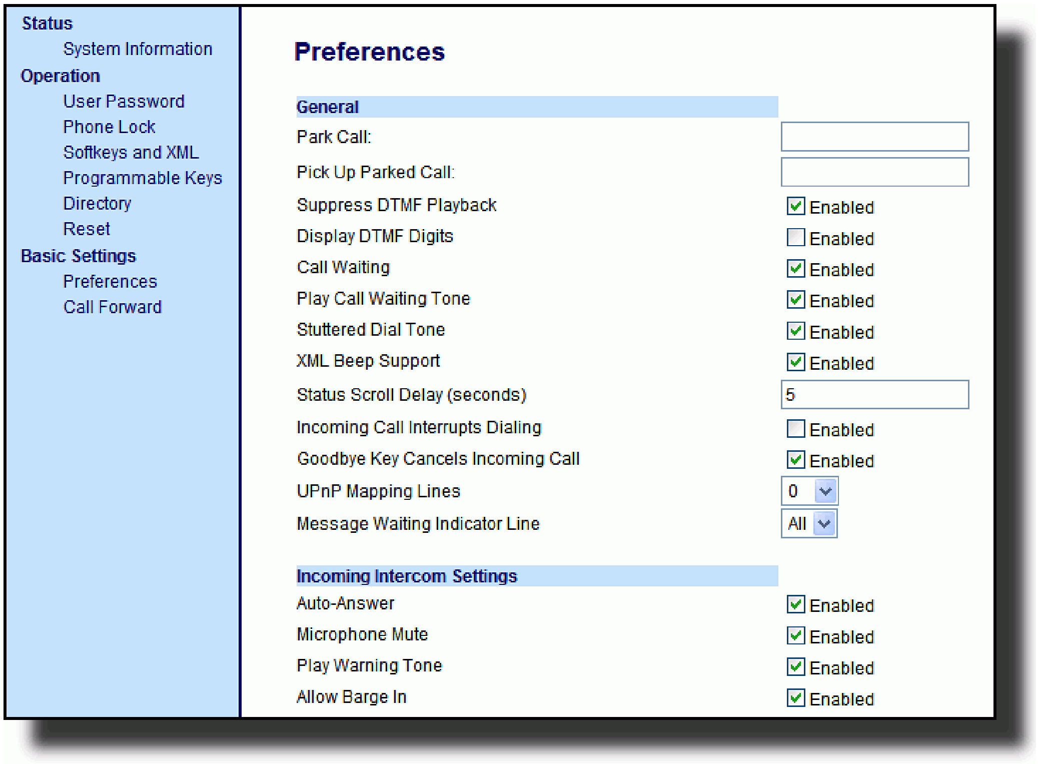
Note: UPnP must be enabled on your remote phone before you can configure the UPnP mapping lines. Contact your System Administrator for more information.

Configuring UPnP Mapping Lines

Aastra Web UI

Use the following procedure to configure the UPnP mapping lines on the IP phone.

1. Click on **Basic Settings->Preferences->General**.



Preferences

General

Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All

Incoming Intercom Settings

Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. The "**UPnP Mapping Lines**" field is set to **0** by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **0** through **10**. The line you select is the line that your remote phone uses to perform Universal Plug and Play on the network you are connecting to.
3. Click Save Settings to save your settings.

Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on line 3 only, the LED illuminates if a voice mail is pending on line 3. If you configure the MWI LED for all lines, the LED illuminates if a voice mail is pending on any line on the phone (lines 1 through 9).

You configure the MWI indicator using the Aastra Web UI.

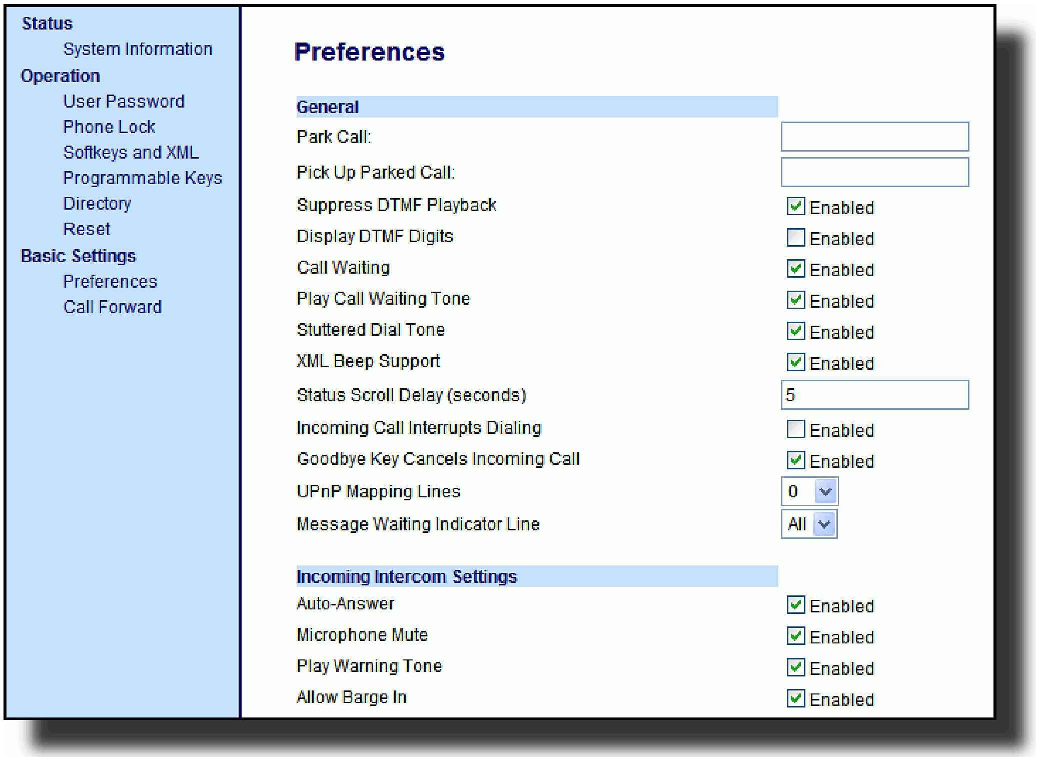
Configuring Message Waiting Indicator

Aastra Web UI

Use the following procedure to configure the message waiting indicator on a specific line or on all lines on the IP phone.

Note: "Message Waiting Indicator Line" parameter is set to **ALL** lines by default.

1. Click on **Basic Settings->Preferences->General**.



Preferences

General	
Park Call:	
Pick Up Parked Call:	
Suppress DTMF Playback	☑ Enabled
Display DTMF Digits	☐ Enabled
Call Waiting	☑ Enabled
Play Call Waiting Tone	☑ Enabled
Stuttered Dial Tone	☑ Enabled
XML Beep Support	☑ Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	☐ Enabled
Goodbye Key Cancels Incoming Call	☑ Enabled
UPnP Mapping Lines	0
Message Waiting Indicator Line	All
Incoming Intercom Settings	
Auto-Answer	☑ Enabled
Microphone Mute	☑ Enabled
Play Warning Tone	☑ Enabled
Allow Barge In	☑ Enabled

2. The "**Message Waiting Indicator Line**" field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **All** and lines **1** through **9**.

3. Click Save Settings to save your settings.

Incoming Intercom Call Features

Incoming Intercom

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

You can change the behavior of how the phone handles incoming intercom calls by enabling/disabling specific parameters using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	**Description**
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if "**Play Warning Tone**" is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller. **Note:** Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

Microphone Mute

You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. "**Microphone Mute**" is enabled by default.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call. If "Auto-Answer" is enabled, the phone automatically answers an incoming intercom call. If "Play Warning Tone" is also enabled, the phone plays a tone to alert you before answering the intercom call. If "Auto-Answer" is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.

"**Auto-Answer**" and "**Play Warning Tone**" are enabled by default.

Note: Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Allow Barge In

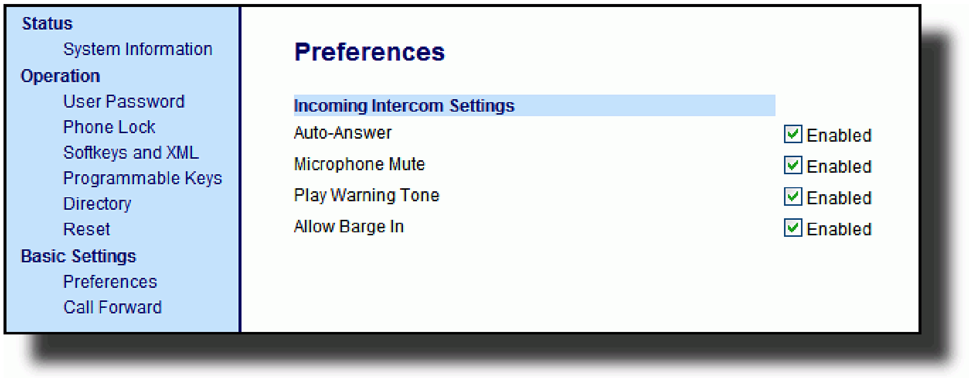
You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The "Allow Barge In" parameter controls this feature. When you enable the this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When you disable this parameter, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. "**Allow Barge In**" is enabled by default.

Configuring Incoming Intercom Settings

Aastra Web UI

Use the following procedure to configure incoming intercom call settings on the IP phone.

1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



Preferences

Incoming Intercom Settings

Auto-Answer ☑ Enabled
Microphone Mute ☑ Enabled
Play Warning Tone ☑ Enabled
Allow Barge In ☑ Enabled

2. The "**Auto-Answer**" field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

Note: If the Auto-Answer field is not checked (disabled), the phone rejects the incoming intercom call and sends a busy signal to the caller.

3. The "**Microphone Mute**" field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The "**Play Warning Tone**" field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives in incoming intercom call. To disable this field, uncheck the box.
5. The "**Allow Barge In**" field is enabled by default. If "Allow Barge In" is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.
6. Click Save Settings to save your settings.

Using Redial Key for "Last Number Redial"

The IP phone has an enhanced redial user interface that allows a user to quickly redial the last number that was dialed out from the phone. You can:

- Press the REDIAL button twice to redial the last number dialed.
- Press the REDIAL button once, scroll the list of numbers, then press the REDIAL button again to dial the number that displays on the screen.

The "last number redial" feature for the Redial key is static and is not configurable.

Available Features Enabled by Administrators

There are features on your IP Phone that you can use ONLY if an Administrator has enabled them on your phone. Those features are described in this section. Contact your System Administrator for more information.

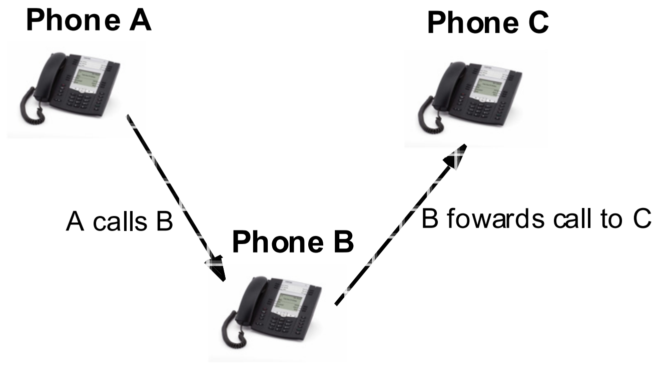
Outgoing Intercom Calls

If your System Administrator configures the outgoing intercom feature on your phone, pressing the Icom button allows your phone to find an available line and place an intercom call to a recipient. To use this feature, you must configure an intercom key on your phone. For more information about configuring and using an Icom key, see "Intercom Key" on page 104.

Missed Call Summary Subscription

A feature on the IP phones allows missed calls that have been redirected by the server, to be incremented in the missed calls indicator on the phone it was initially directed to. This feature is called the **Missed Call Summary Subscription** and can be configured by your System Administrator. For this feature to work, you must configure voicemail on the phone that the call was initially directed to.

For example, phones A, B, and C are connected to the server. Your Administrator configures the server to direct calls coming into phone B (which has voicemail configured) to be forwarded to phone C. When phone A calls phone B, the server forwards the call to phone C. With the **Missed Call Summary Subscription** enabled, phone B receives notification from the server that the call was forwarded and the missed calls indicator is incremented on phone B. See the illustration below.



Missed calls indicator increments on phone B.
Note:Voicemail must be configured on phone B.

Note: Your System Administrator can configure the **Missed Call Summary Subscription** feature on a global or per-line basis.

Customizable Callers List Key and Services Key

The 55i IP Phone currently has a Callers List key and a Services key. Your System Administrator can specify an XML URI that creates a custom Callers List and Services application for your phone. When you press the Callers List key or the Services key, the phone accesses a custom XML URI Callers List, or a custom XML URI Service. These services replace the standard functions of the Callers List key and Services key. Contact your System Administrator for more information.

Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a preconfigured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a "hotline", or as a "warmline," as follows:

- Hotline: The IP phone immediately dials a preconfigured number when you lift the handset.
- Warmline: The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

The Autodial feature is available on a global or per-line basis. Contact your System Administrator for more information.

Notes:

1. Any speeddial numbers that you configure on your IP phone are not affected by autodial settings.

2. If Autodial is configured on your phone, any lines that function as hotlines do not accept conference calls, transferred calls, and/or intercom calls.

Centralized Conferencing

The 55i supports centralized conferencing for Sylantro and Broadsoft servers. This feature provides centralized conferencing on the SIP server (versus localized, on the phone). Your System Administrator must enable this feature on your phone before you can use centralized conferencing.

Centralized Conferencing allows you to perform the following:

- Conference two active calls together into a conference call.
- When on an active conference call, invite another party into the call.
- Create simultaneous conference calls on the same IP phone (Sylantro servers only). For example, a user at extension 2005 could create two conferences, and put one conference on hold while conversing with the other party:

- Line 1: conference together extensions 2005, 2010, and 2020.
- Line 2: conference together extensions 2005, 2011 and 2021.

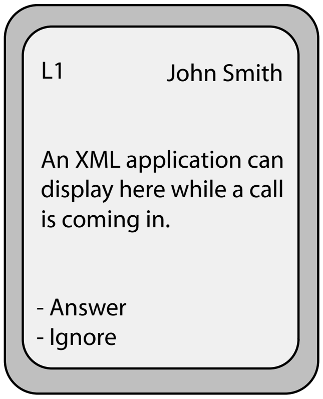
- Disconnect from an active conference call while allowing the other callers to remain connected.
- Add unlimited number of users to a conference (dependent on the limitations of the server).
- Join two active calls together into a conference.
- Join incoming or outgoing active calls to any existing conference.

Reference

For more information about using Centralized Conferencing, see "Centralized Conferencing (for Sylantro and Broadsoft Servers)" on page 127.

Answer and Ignore Softkeys for XML Applications

If you are accessing XML applications on your phone and a call comes in, your System Administrator can create "**Answer**" and "**Ignore**" keys that you can use to either answer the incoming call, or ignore it..



L1 John Smith

An XML application can display here while a call is coming in.

- Answer
- Ignore

When the ◀ Ignore Answer ▶ line displays, you can press the **Right Arrow** key (Answer) to answer the incoming call without disturbing the current XML application. When you answer the call, the ◀ Ignore Answer ▶ line disappears from the LCD. Pressing the **Left Arrow** key (Ignore) ignores the incoming call without disturbing the current XML application. Contact your System Administrator for more information.

XML Softkey for Special Characters in XML Applications

When using XML applications that require you to enter information such as email addresses, that require special symbols (for example, the "@" symbol), your System Administrator can create an XML softkey to access these symbols. Pressing the symbol key in an XML application can display a single symbol or a list of symbols from which you can choose the symbol you need. Contact your System Administrator for more information.

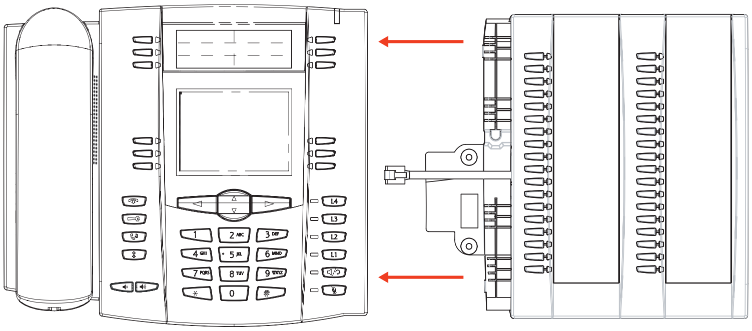
"Hold" Feature Enhancement (for Broadsoft Servers)

The Hold feature allows you to put an active call on "hold," then retrieve the call later. This enhancement is intended for IP phones operating with servers that support RFC3264 (for example, Broadsoft). If a server does not support RFC3264, then the IP phones do not use RFC3264 functionality.

Model 536M and 560M Expansion Modules

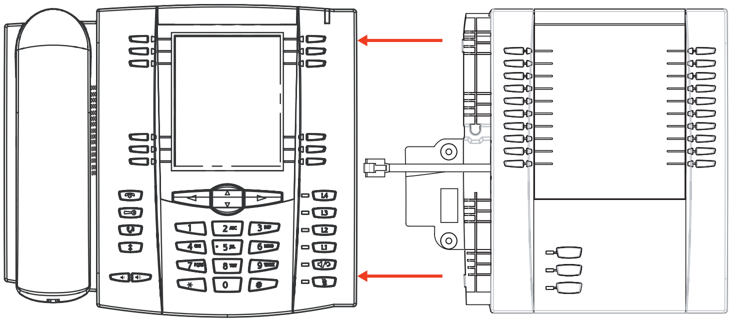
The 55i IP Phone offers optional 536M and 560M Expansion Modules that attach to the right side of the phone to provide additional softkeys.

Model 536M



The 536M provides 18 softkeys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The 536M provides a paper label for convenient key labeling.

Model 560M



The 560M provides 10 softkeys in each column (totaling 20 keys) on the keypad. The 560M also provides 3 keys at the bottom left of the unit. These keys represent "Page 1", "Page 2", and "Page 3" of the LCD display. The 560M has 20 keys available on each page (totaling 60 softkeys). Each key provides an LED for indicating call status. The 560M provides an LCD for displaying key labels.

The softkeys support the following features:

- Busy Lamp Fields (BLFs) (maximum of 50)
- Speedial
- Shared Call Appearance
- Phone Lock

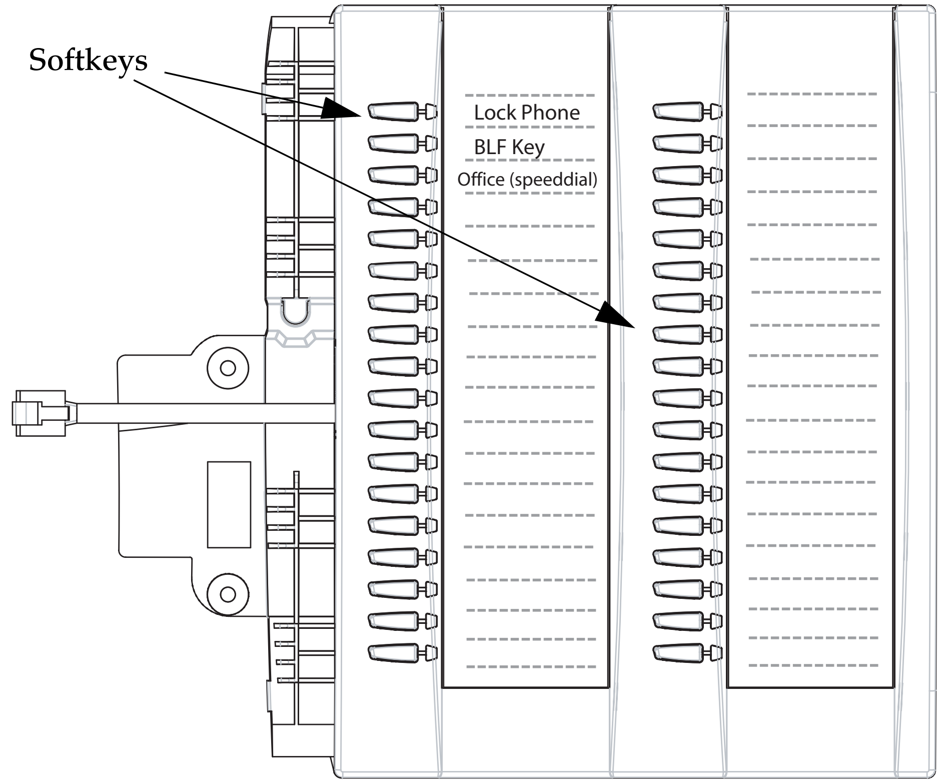
You can configure the softkeys using the Aastra Web UI.

Reference

For more information about configuring the expansion module softkeys with these functions, see the "Softkeys and Programmable Keys" on page 53.

536M Expansion Module

After configuring the softkeys on the 536M Expansion Module, you can record the name of the softkey on the paper labels provided with the Expansion Module. Press the softkey you want to use when applicable.


Softkeys
Lock Phone
BLF Key
Office (speeddial)

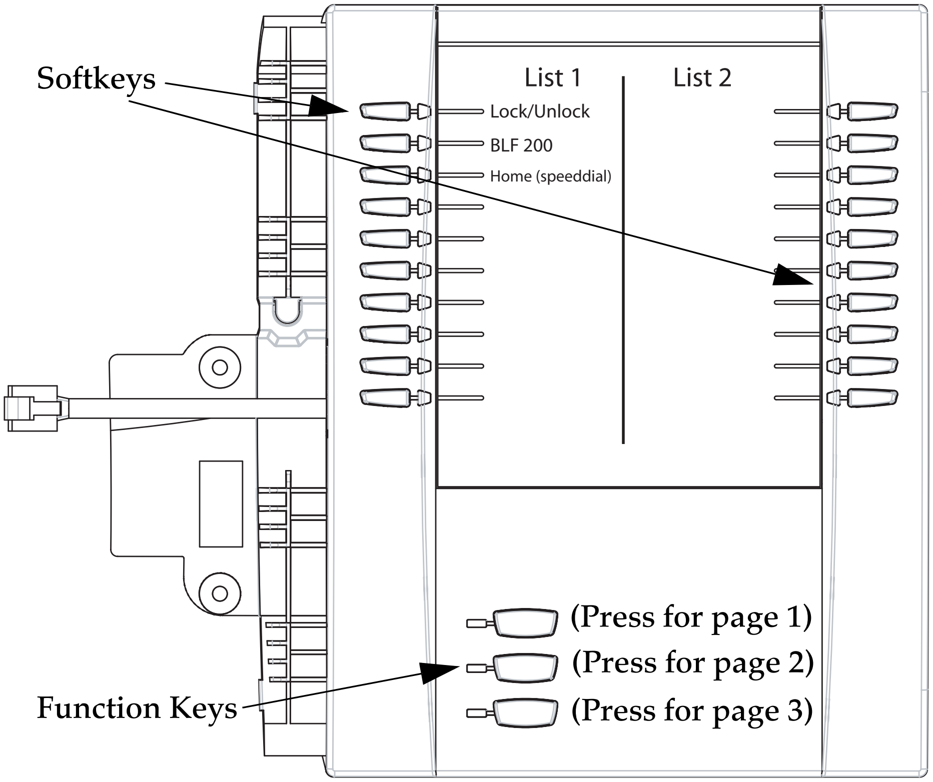
560M Expansion Module

The 560M Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of softkeys. Each screen consists of 2 columns with the following default headings on each page:

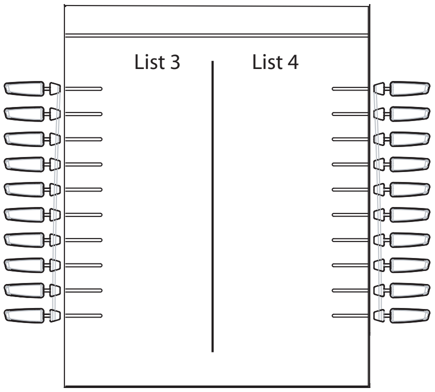
Page 1"**List 1"** and "**List 2**"

Page 2"**List 3**" and "**List 4**"

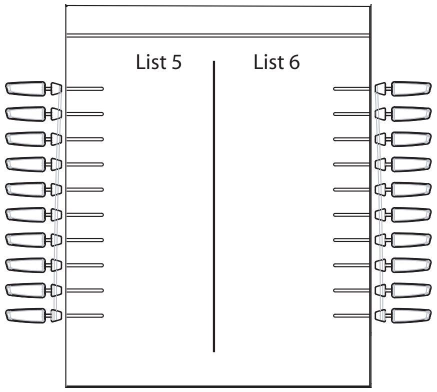
Page 3"**List 5**" and "**List 6**".


Softkeys
List 1
List 2
Lock/Unlock
BLF 200
Home (speeddial)
(Press for page 1)
(Press for page 2)
(Press for page 3)
Function Keys

Page 1 Screen



Page 2 Screen



Page 3 Screen

To use the 560M, press the function key for the page you want to display to the LCD (page 1, page2, or page 3), and press the applicable softkey.

Note: Your System Administrator can customize the headings on each 560M Expansion Module screen. Contact your System Administrator for more information.

References

For more information about configuring softkeys, see Softkeys and Programmable Keys on page 53.

For more information about installing 536M and 560M modules on your phone, see the *Aastra 55i IP Phone Installation Guide*.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "**Connecting to the Network and to Power**" in the *Aastra 55i Installation Guide* for details.

Why is my speakerphone not working?

If you press the 🔈/🎧 button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press 🔈/🎧 a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing 🔈/🎧 . See the section "Customizing Your Phone" on page 26 for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "**Installation and Setup**" section in the *Aastra 55i Installation Guide* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the *Aastra 55i Installation Guide* provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your System Administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section "**Connecting a Handset or Headset**" in the *Aastra 55i Installation Guide* for information.

What are services, and how do I use them?

Services on the IP phone include:

- XML Applications
- Callers List
- Directory List
- Voicemail

See the section, "Setting Services Key" on page 99 more information about the options available under "Services".

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the section, "Finding Your Phone's IP Address" on page 24.

Why does my phone display the "No Service" message?

The phone displays the "**No Service**" message if the SIP settings have not been set up correctly.

Contact your System Administrator for more information.

How do I change my user password?

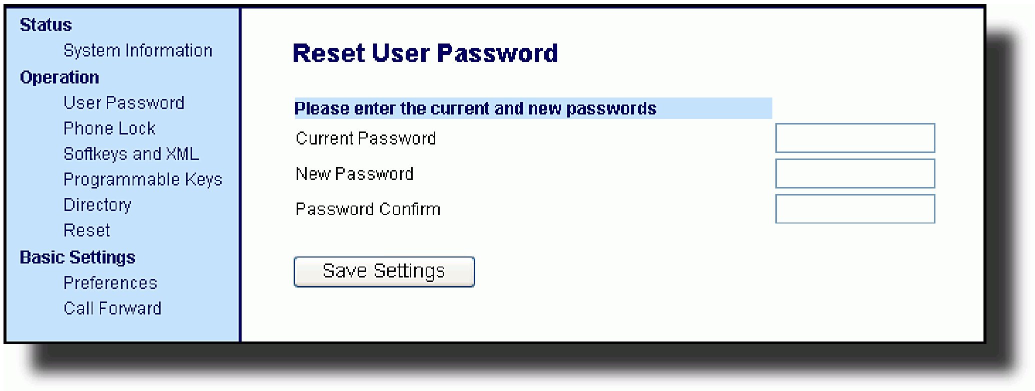
You can change the user password from the IP phone UI or the Aastra Web UI.

☎ IP Phone UI

1. Press 🔧 on the phone to enter the Options List.
2. Select **User Password** and press ▶
3. Enter the current user password and press ▶
4. Enter the new user password and press ▶
5. Re-enter the new user password and press ▶
   A message, "*Password Changed*" displays on the screen.

Aastra Web UI

1. Click on **Operation->User Password**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Save Settings

Reset User Password

Please enter the current and new passwords

Current Password

New Password

Password Confirm

2. In the "**Current Password**" field, enter the current user password.

Note: By default, the user name is "`user`" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your System Administrator for assistance.

3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click Save Settings to save your changes.

For information about changing your password, see "User Password" on page 44.

Why does my phone display "Bad Encrypted Config"?

The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.

Report this error to your System Administrator.

How do I restart the IP phone?

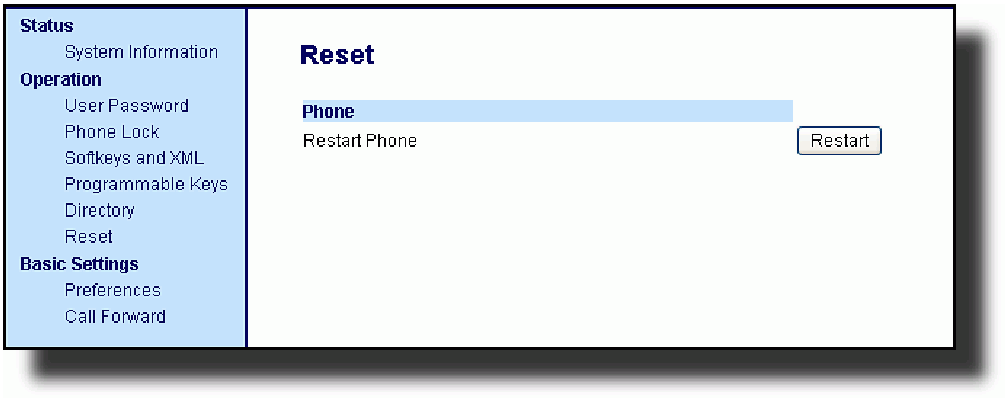
IP Phone UI

1. Press the button on the phone to enter the Option List.
2. Use the ▼ key to scroll down the list of options to **Phone Status** and press the ► key to select.
3. Press the ▼ key to scroll to the **Restart Phone** option.
4. Press the ► key to confirm and restart the phone. If you do not wish to restart your phone, press the ◄ key to cancel.

➡ **Note:** Your phone is out of service temporarily during the restart and downloading process.

Aastra Web UI

1. Click on **Operation->Reset**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Reset
Phone
Restart Phone
Restart

2. Click Restart .
3. Click **OK** at the confirmation prompt.

How do I lock my phone?

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "Phone Lock Key" on page 108.

Use the following procedures to lock an IP phone and prevent it from being used or configured.

IP Phone UI

Lock the Phone

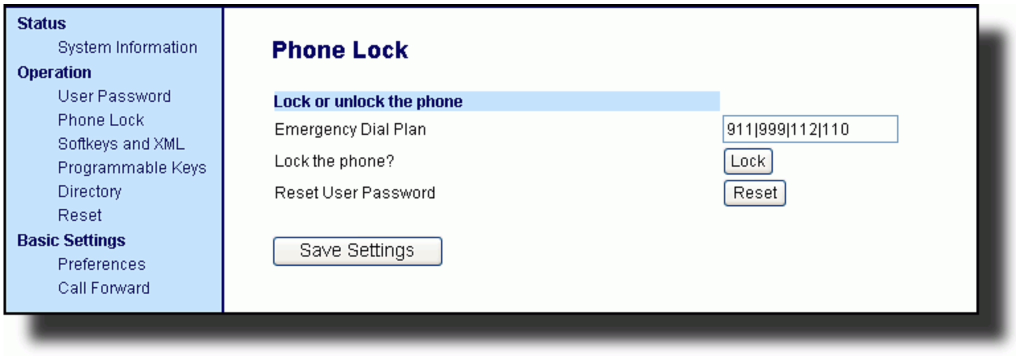
1. Press 🔧 on the phone to enter the Options List.
2. Select **Phone Lock** and press ► .
3. Press ► to set the phone to lock.
4. Press 🔧 on the phone.
   The following message displays:
   "*Phone is locked*".

Unlock the Phone

1. Press 🔧 on the phone to enter the Options List.
2. Enter your user password and press ► .
   The phone unlocks.

Aastra Web UI

1. Click on **Operation->Phone Lock**.


Status
System Information
Operation
User Password
Phone Lock
Softkeys and XML
Programmable Keys
Directory
Reset
Basic Settings
Preferences
Call Forward
Lock
Reset
Save Settings

Phone Lock

Lock or unlock the phone

Emergency Dial Plan 911|999|112|110

Lock the phone?

Reset User Password

Lock the Phone

2. In the "**Lock the Phone?**" field, click Lock .
   The phone locks dynamically and displays the following message:
   "*Phone is locked*".

Unlock the Phone

3. Click on **Operation->Phone Lock**.

4. In the "**Unlock the Phone?**" field, click Unlock .
   The phone unlocks dynamically and displays the following message:
   "*Phone is unlocked*".

Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase.   If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

In North America, contact our service information number: 1-800-574-1611. **Outside North America**, contact your sales representative.

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-China	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET

Time Zone Name	Time Zone Code
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS

Time Zone Name	Time Zone Code
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
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VA-Vatican	CET
YU-Belgrade	CET

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If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.aastra.com or call 1-800-574-1611 for technical assistance.

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